

2016 Consumer Satisfaction Survey

RESPONSE RATE													Return Rate Prior Years				
	Closed Successfully 26-0												Survey Monkey / Mail	IVRS Electronic / Mail	Mail	Mail	Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2015	2014	2013	2012	2011
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	135	212	347	23	20	43	5	0	5	18%	9%	13%					
January	69	92	161	16	6	22	3	0	3	24%	7%	14%					
February	63	106	169	12	0	12	4	0	4	20%	0%	7%					
March	92	123	215	23	11	34	3	0	3	26%	9%	16%					
April	63	80	143	11	22	33	4	0	4	19%	28%	24%					
May	56	82	138	13	19	32	4	0	4	25%	23%	24%					
June	90	115	205	17	9	26	4	0	4	20%	8%	13%					
July	65	100	165	19	7	26	5	0	5	32%	7%	16%					
August	96	111	207	26	1	27	1	0	1	27%	1%	13%					
September	178	297	475	29	46	75	12	0	12	17%	15%	16%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	907	1318	2225	189	141	330	45	0	45	22%	11%	15%	15%	10%	20%	16%	25%
	Closed Unsuccessfully 28-0																
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate					
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	229	232	461	23	11	34	27	0	27	11%	5%	8%					
January	75	59	134	9	1	10	6	0	6	13%	2%	8%					
February	85	88	173	5	0	5	12	0	12	7%	0%	3%					
March	82	102	184	13	3	16	9	0	9	18%	3%	9%					
April	84	76	160	9	6	15	12	0	12	13%	8%	10%					
May	70	71	141	10	4	14	9	0	9	16%	6%	11%					
June	87	102	189	5	6	11	9	0	9	6%	6%	6%					
July	97	67	164	6	7	13	5	0	5	7%	10%	8%					
August	123	105	228	8	0	8	10	0	10	7%	0%	4%					
September	83	98	181	9	7	16	7	0	7	12%	7%	9%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	1015	1000	2015	97	45	142	106	0	106	11%	5%	7%	7%	5%	12%	8%	15%
	Closed Successfully 26-0 and Unsuccessfully 28-0																
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate					
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	364	444	808	46	31	77	32	0	32	14%	7%	10%					
January	144	151	295	25	7	32	9	0	9	19%	5%	11%					
February	148	194	342	17	0	17	16	0	16	13%	0%	5%					
March	174	225	399	36	14	50	12	0	12	22%	6%	13%					
April	147	156	303	20	28	48	16	0	16	15%	18%	17%					
May	126	153	279	23	23	46	13	0	13	20%	15%	17%					
June	177	217	394	22	15	37	13	0	13	13%	7%	10%					
July	162	167	329	25	14	39	10	0	10	16%	8%	12%					
August	219	216	435	34	1	35	11	0	11	16%	0%	8%					
September	261	395	656	38	53	91	19	0	19	16%	13%	14%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	1922	2318	4240	286	186	472	151	0	151	16%	8%	12%	11%	8%	17%	13%	21%

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1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	265	80%	81	57%	346	73%	82%	59%	76%
Mostly True	46	14%	34	24%	80	17%	13%	19%	15%
Mostly Untrue	10	3%	11	8%	21	4%	2%	6%	3%
Untrue	9	3%	16	11%	25	5%	2%	16%	6%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	330	100%	142	100%	472	100%	100%	100%	100%

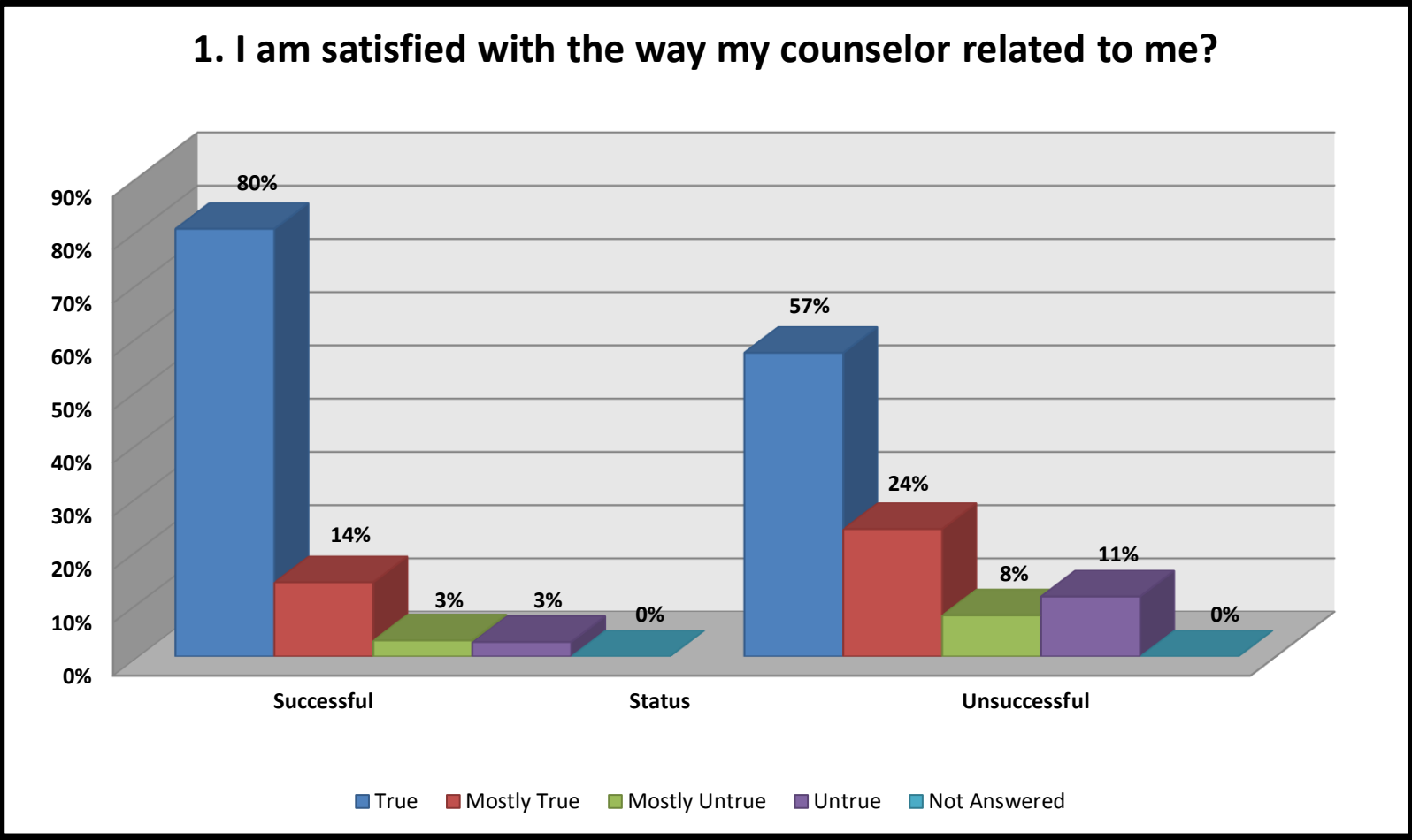
Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 5.

94%, 311 of 330 were satisfied with the way their counselor related to them.

6%, 19 of 330 were NOT satisfied with the way their counselor related to them.

81%, 115 of 142 were satisfied with the way their counselor related to them.

19%, 27 of 142 were NOT satisfied with the way their counselor related to them.



2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	268	81%	86	61%	354	75%	83%	63%	79%
Mostly True	48	15%	25	18%	73	15%	12%	14%	13%
Mostly Untrue	7	2%	15	11%	22	5%	2%	10%	4%
Untrue	6	2%	15	11%	21	4%	1%	13%	4%
Not Answered	1	0%	1	1%	2	0%	1%	0%	0%
Total	330	100%	142	100%	472	100%	100%	100%	100%

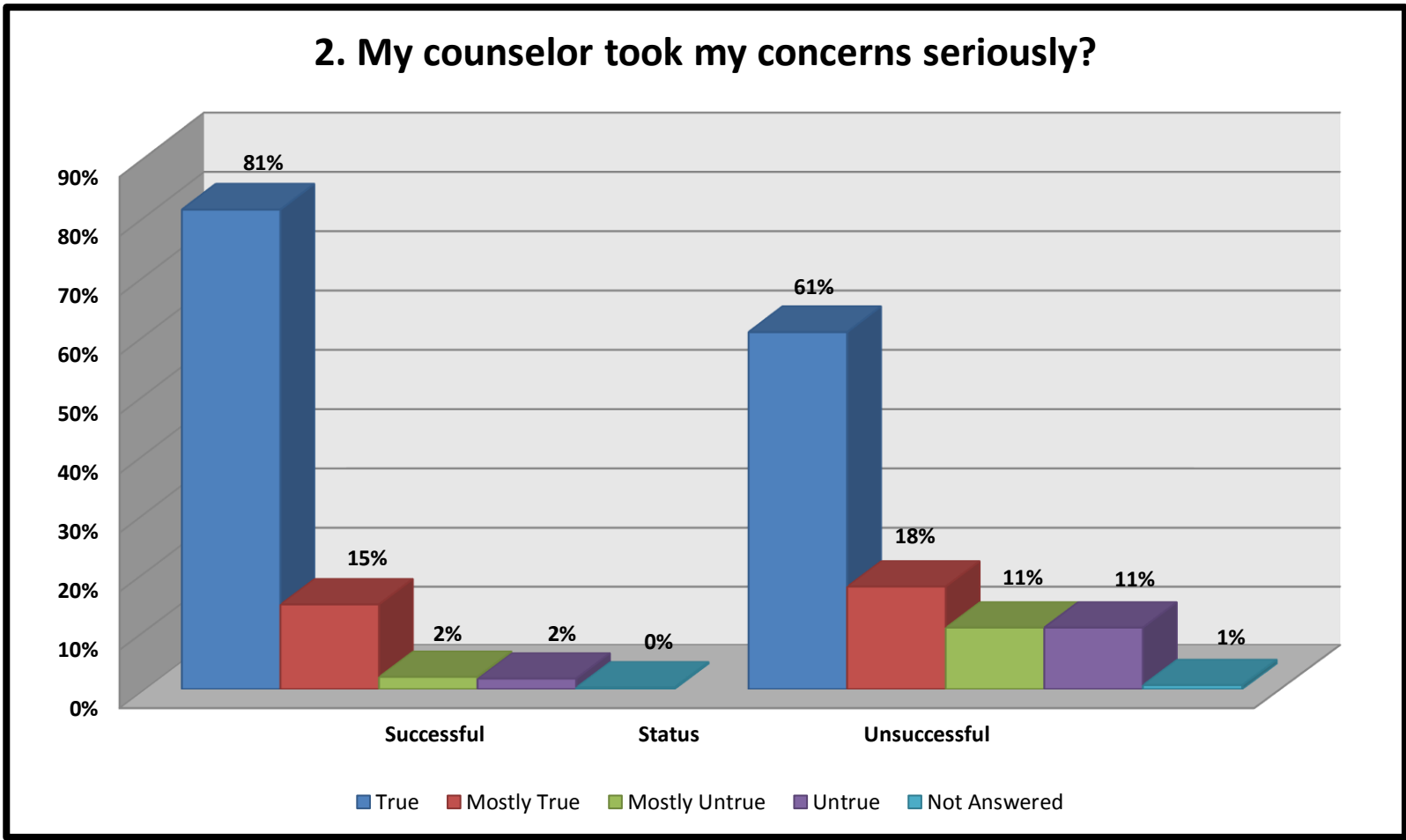
Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

96%, 316 of 330 had counselors who took their concerns seriously.

4%, 13 of 330 had counselors who did NOT take their concerns seriously.

79%, 111 of 142 had counselors who took their concerns seriously.

22%, 30 of 142 had counselors who did NOT take their concerns seriously.



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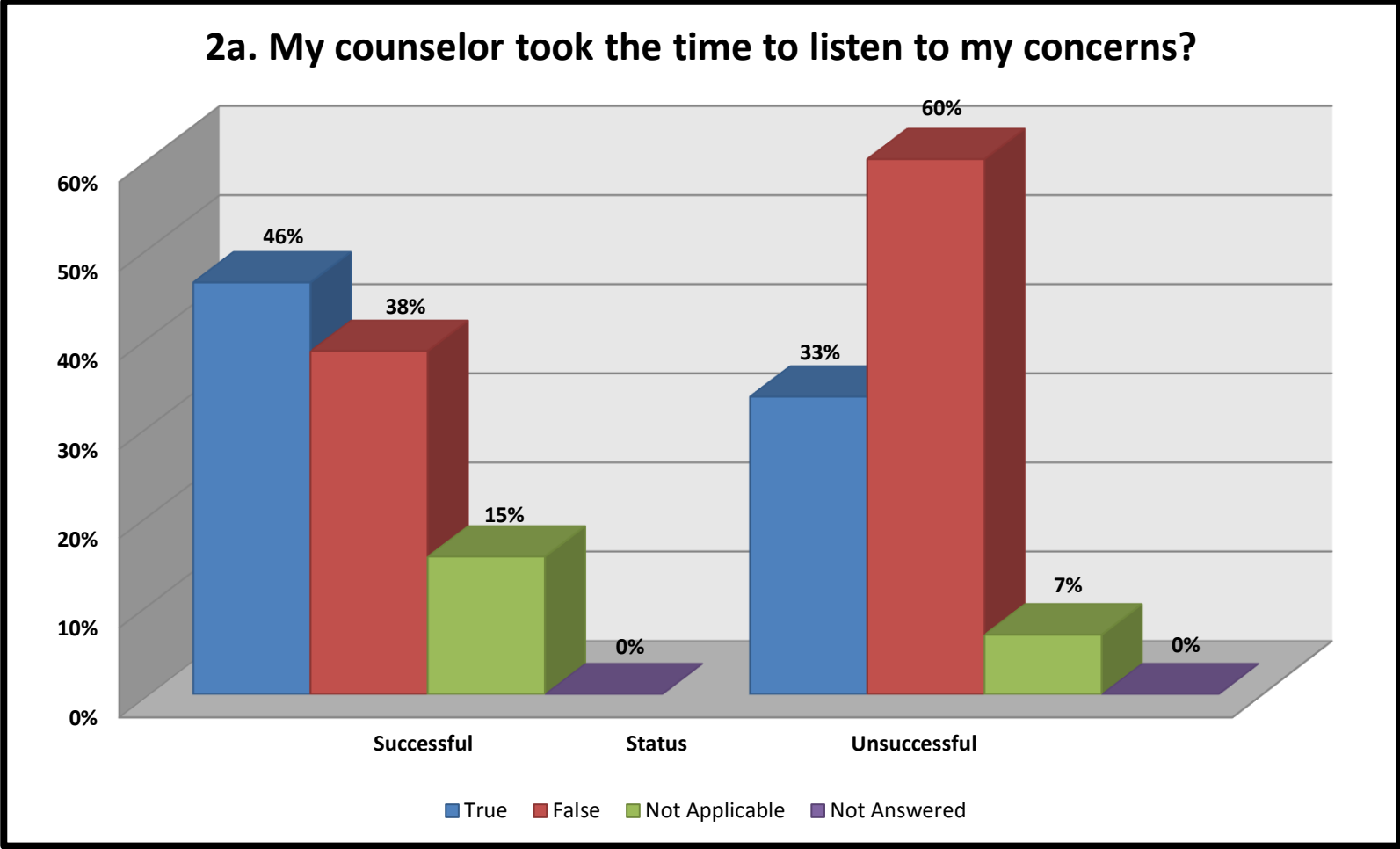
2a. My counselor took the time to listen to my concerns?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	6	46%	10	33%	16	37%	25%	16%	19%
False	5	38%	18	60%	23	53%	58%	72%	68%
Not Applicable	2	15%	2	7%	4	9%	8%	12%	11%
Not Answered	0	0%	0	0%	0	0%	8%	0%	3%
Total	13	100%	30	100%	43	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

1.5% 5 of 13 of 330 had counselors that did NOT take the time to listen to my concerns

16% of 23 of 30 of 142 had counselors that did NOT take the time to listen to my concerns



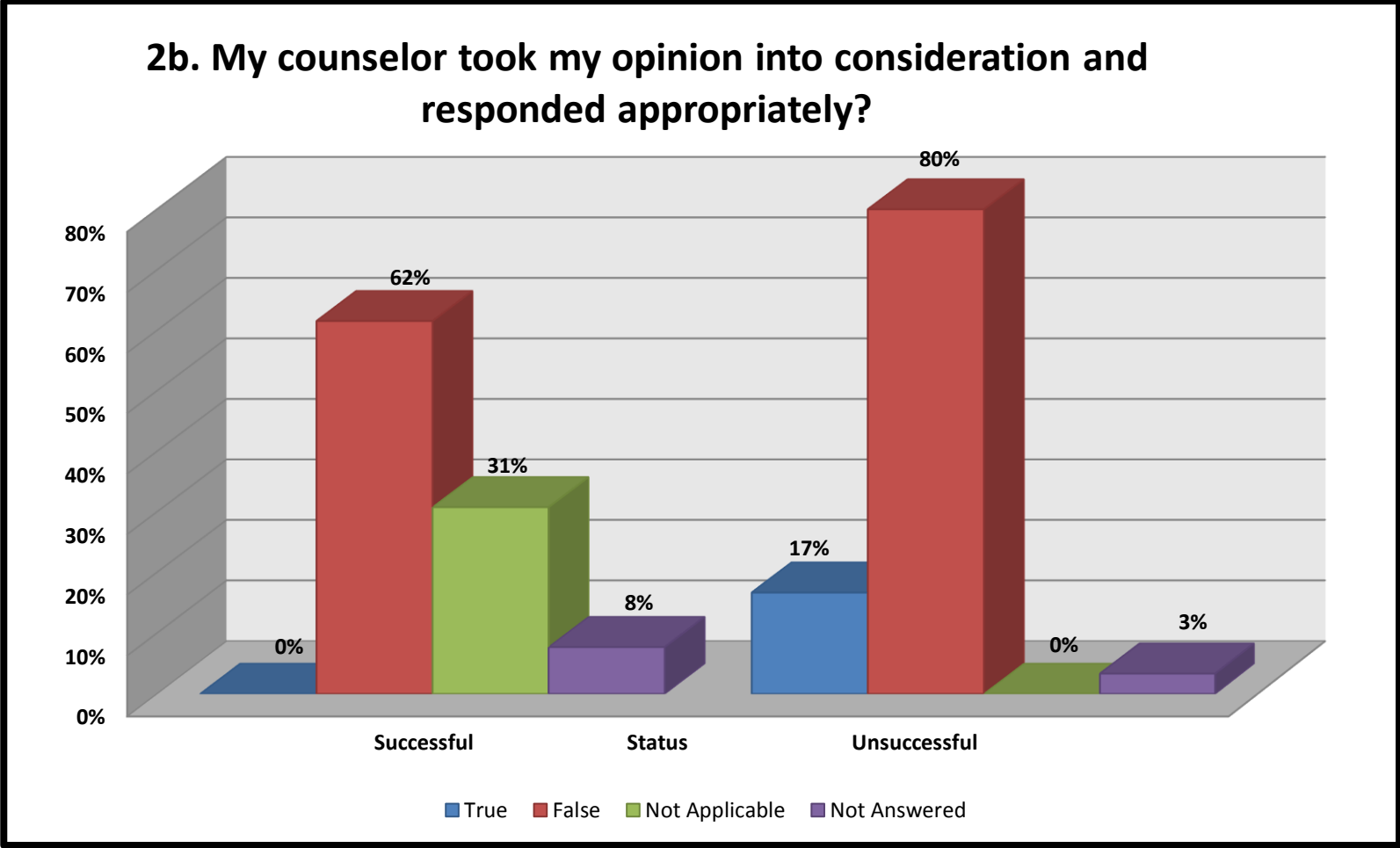
2b. My counselor took my opinion into consideration and responded appropriately?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	5	17%	5	12%	25%	4%	11%
False	8	62%	24	80%	32	74%	58%	84%	76%
Not Applicable	4	31%	0	0%	4	9%	8%	8%	8%
Not Answered	1	8%	1	3%	2	5%	8%	4%	5%
Total	13	100%	30	100%	43	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is almost 1 in 5.

2%, 8 of 13 of 330 had counselor did NOT take their opinion into consideration and/ or responded appropriately

17% 24 of 30 of 142 had counselor did NOT take their opinion into consideration and/ or responded appropriately



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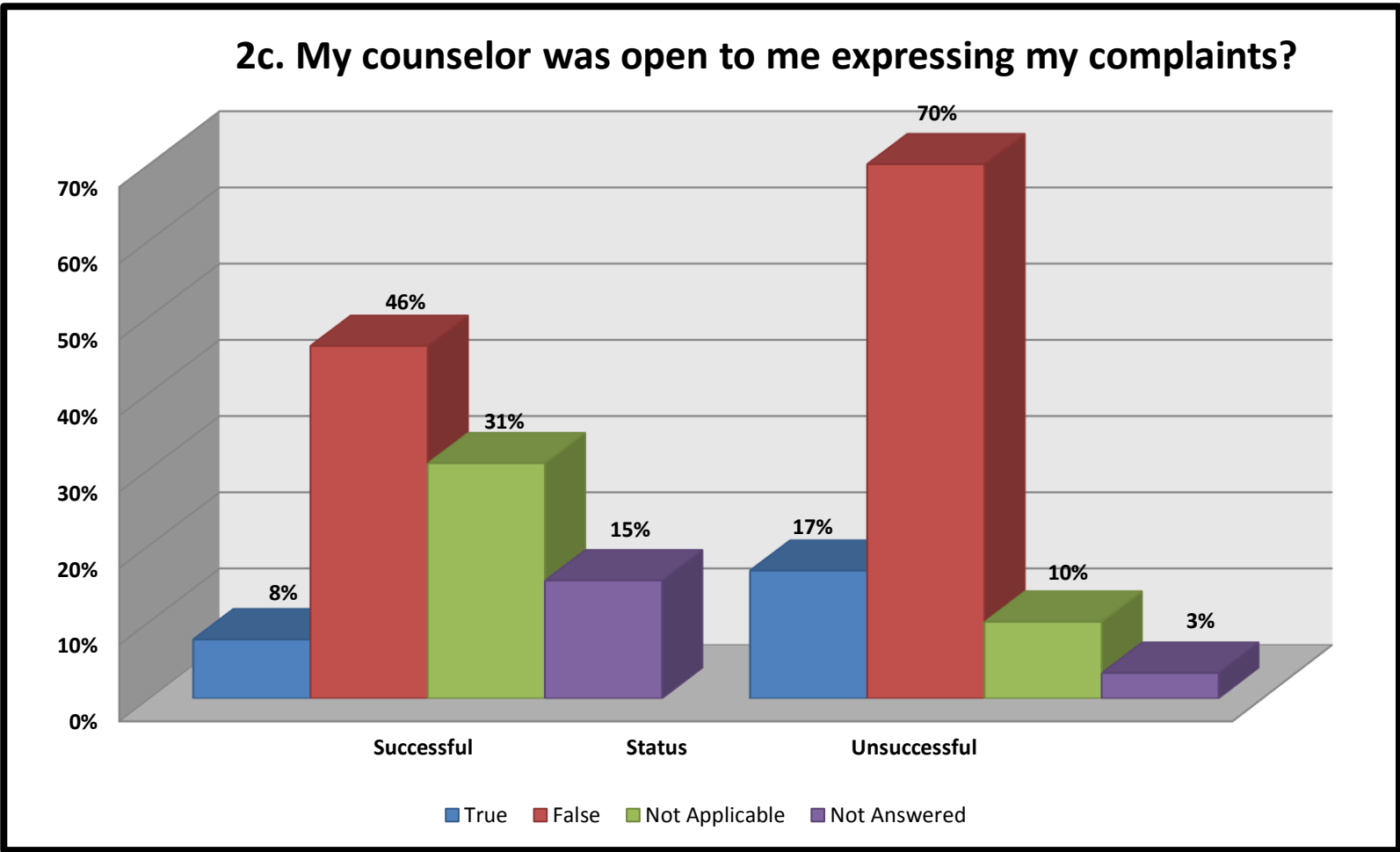
2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	8%	5	17%	6	14%	17%	12%	14%
False	6	46%	21	70%	27	63%	58%	80%	73%
Not Applicable	4	31%	3	10%	7	16%	17%	8%	11%
Not Answered	2	15%	1	3%	3	7%	8%	0%	3%
Total	13	100%	30	100%	43	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is almost 1 in 6.

2%, 6 of 13 of 330 had counselors who were NOT open to their expressing their complaints

15%, 21 of 30 of 142 had counselors who were NOT open to their expressing their complaints



3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	252	76%	84	59%	336	71%	80%	51%	73%
Mostly True	63	19%	26	18%	89	19%	14%	24%	17%
Mostly Untrue	7	2%	15	11%	22	5%	3%	10%	5%
Untrue	8	2%	16	11%	24	5%	1%	13%	4%
Not Answered	0	0%	1	1%	1	0%	2%	1%	2%
Total	330	100%	142	100%	472	100%	100%	100%	100%

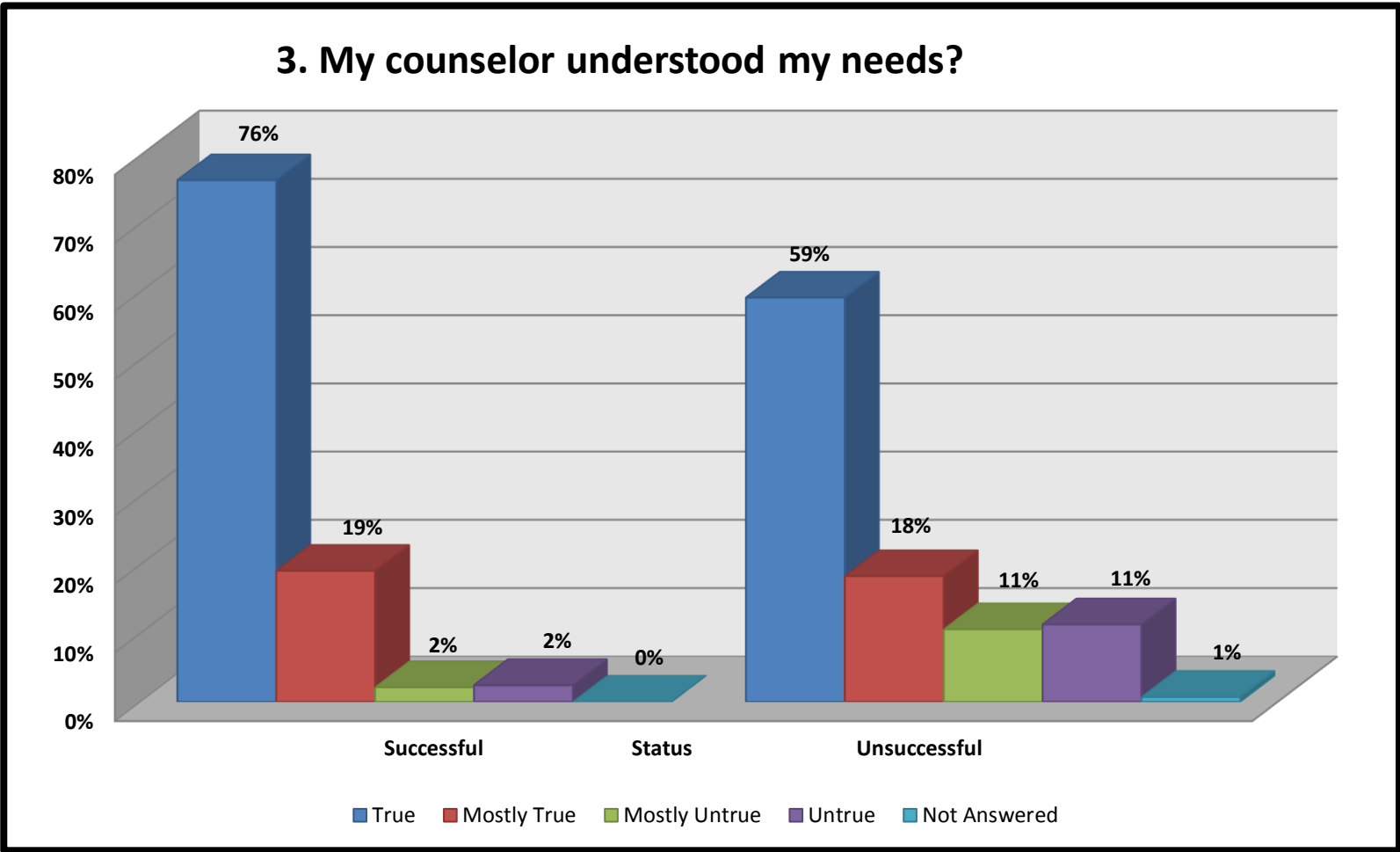
Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

95.5%, 315 of 330 had counselors who understood their needs

4.5%, 15 of 330 had counselors who did NOT understand their needs

77%, 110 of 142 had counselors who understood their needs

22%, 31 of 142 had counselors who did NOT understand their needs



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3a. My counselor gave me useful advice?

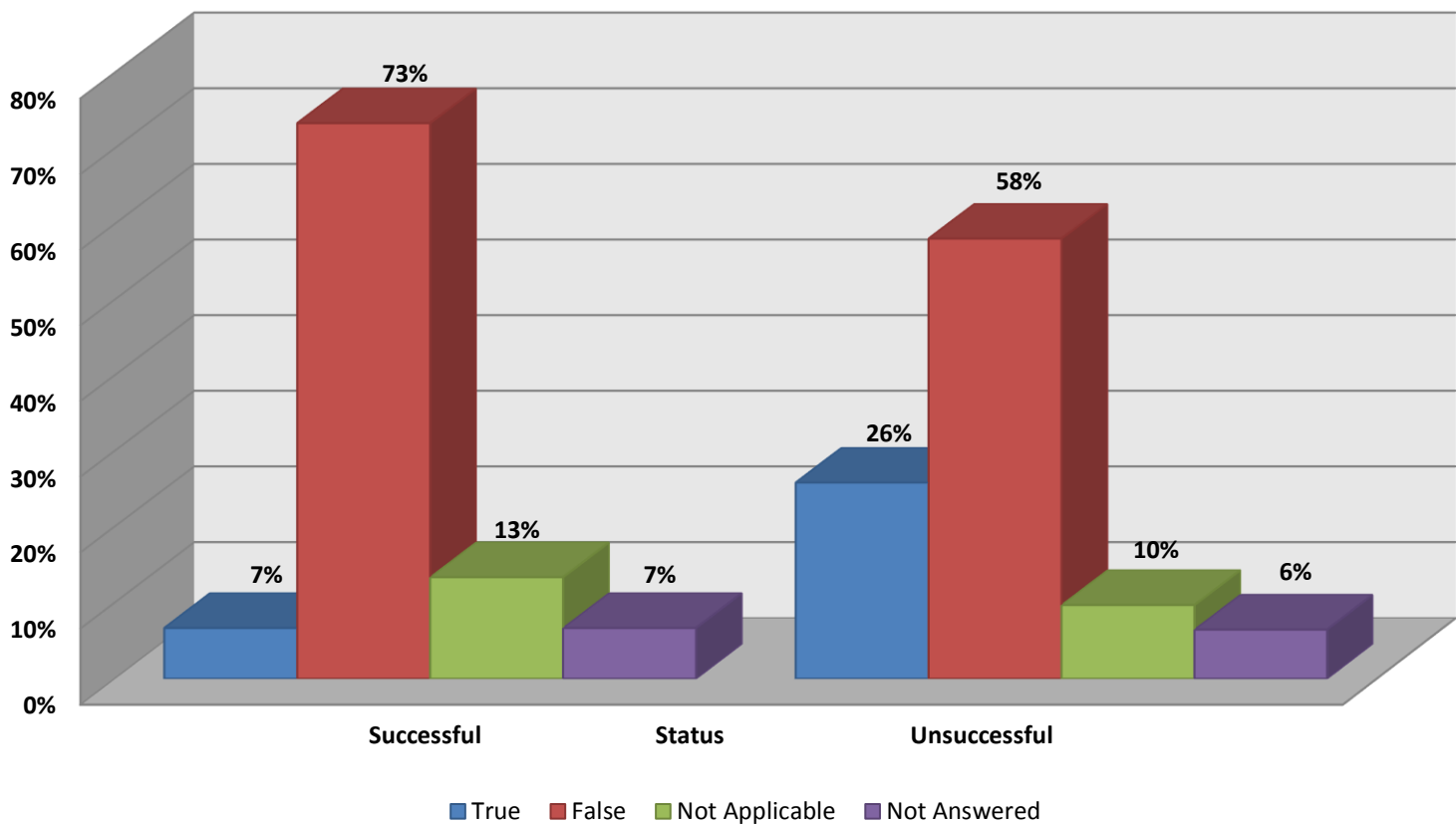
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	7%	8	26%	9	20%	27%	12%	18%
False	11	73%	18	58%	29	63%	60%	80%	73%
Not Applicable	2	13%	3	10%	5	11%	13%	8%	10%
Not Answered	1	7%	2	6%	3	7%	0%	0%	0%
Total	15	100%	31	100%	46	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

3%, 11 of 15 of 330 did NOT find counselor's advice useful

13%, 18 of 31 of 142 did NOT find counselor's advice useful

3a. My counselor gave me useful advice?



3b. My counselor helped me find resources in the community?

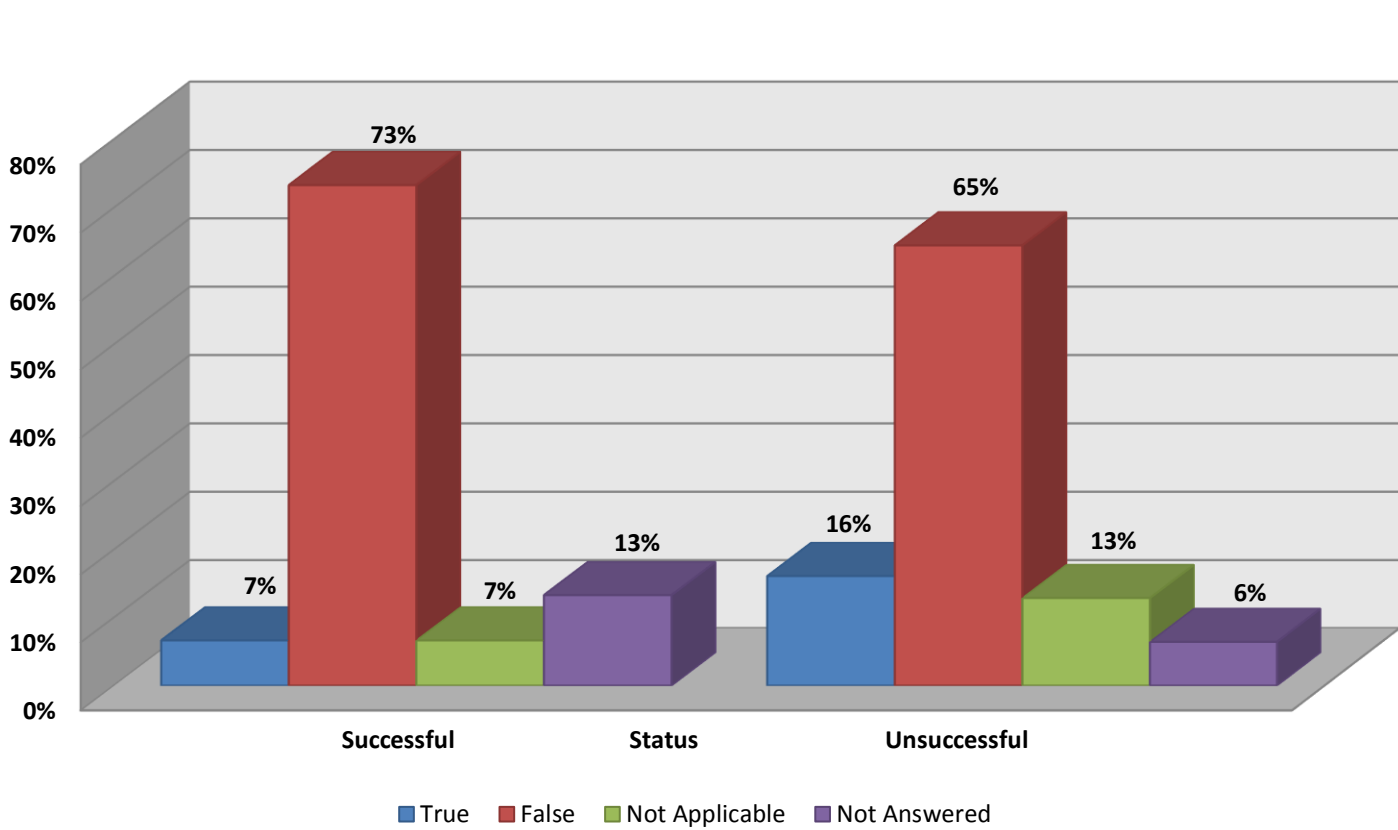
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	7%	5	16%	6	13%	13%	4%	8%
False	11	73%	20	65%	31	67%	67%	84%	78%
Not Applicable	1	7%	4	13%	5	11%	20%	12%	15%
Not Answered	2	13%	2	6%	4	9%	0%	0%	0%
Total	15	100%	31	100%	46	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 6.

3%, 11 of 15 of 330 did NOT believe counselor helped them find resources in the community

14% 20 of 31 of 142 did NOT believe counselor helped them find resoources in the community

3b. My counselor helped me find resources in the community?





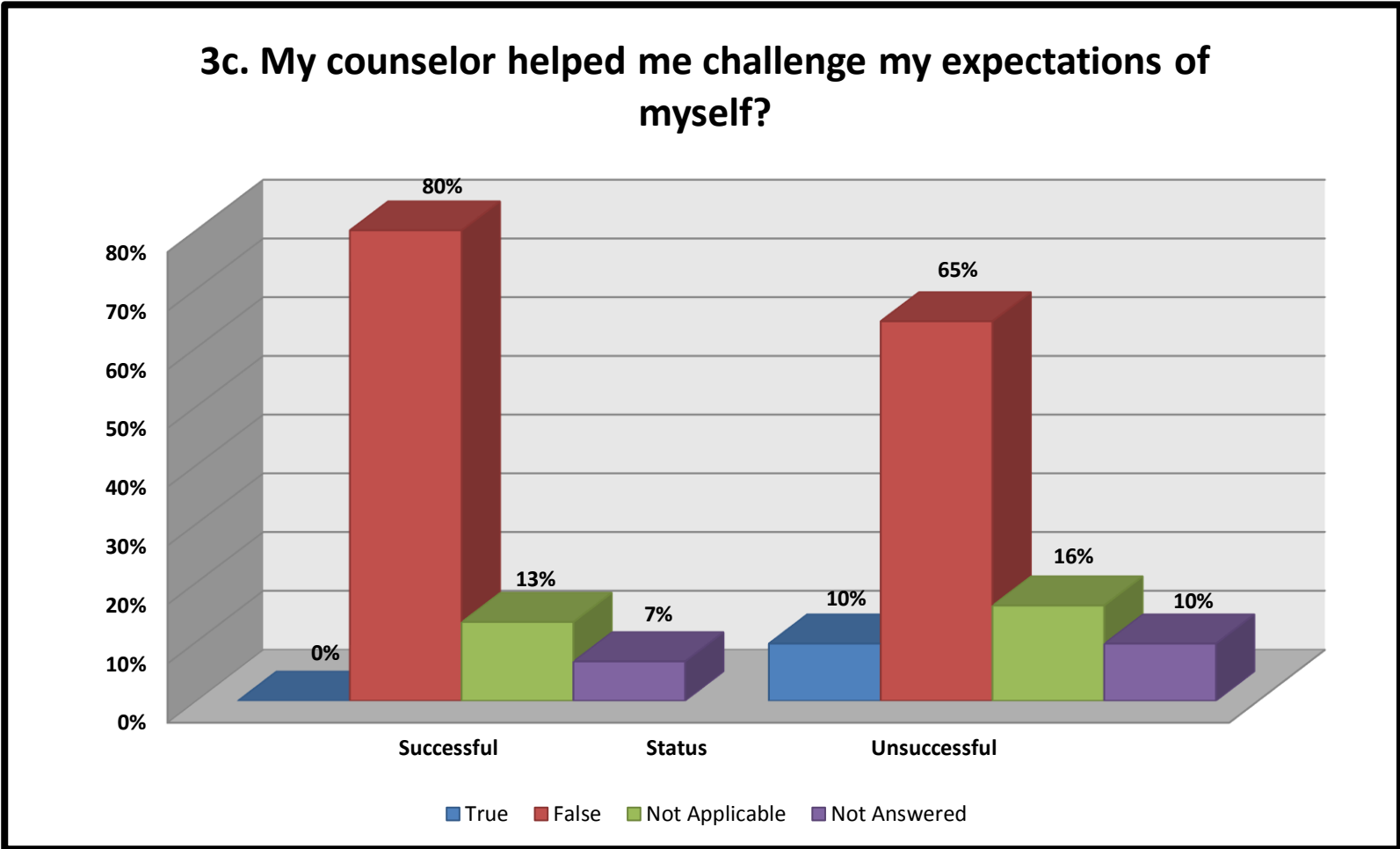
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3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	3	10%	3	7%	13%	0%	5%
False	12	80%	20	65%	32	70%	67%	88%	80%
Not Applicable	2	13%	5	16%	7	15%	20%	12%	15%
Not Answered	1	7%	3	10%	4	9%	0%	0%	0%
Total	15	100%	31	100%	46	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 6.

4%, 12 of 15 of 330 did NOT find that their counselor helped them to challenge their expectations of themselves  
14%, 20 of 31 of 142 did NOT find that their counselor helped them to challenge their expectations of themselves

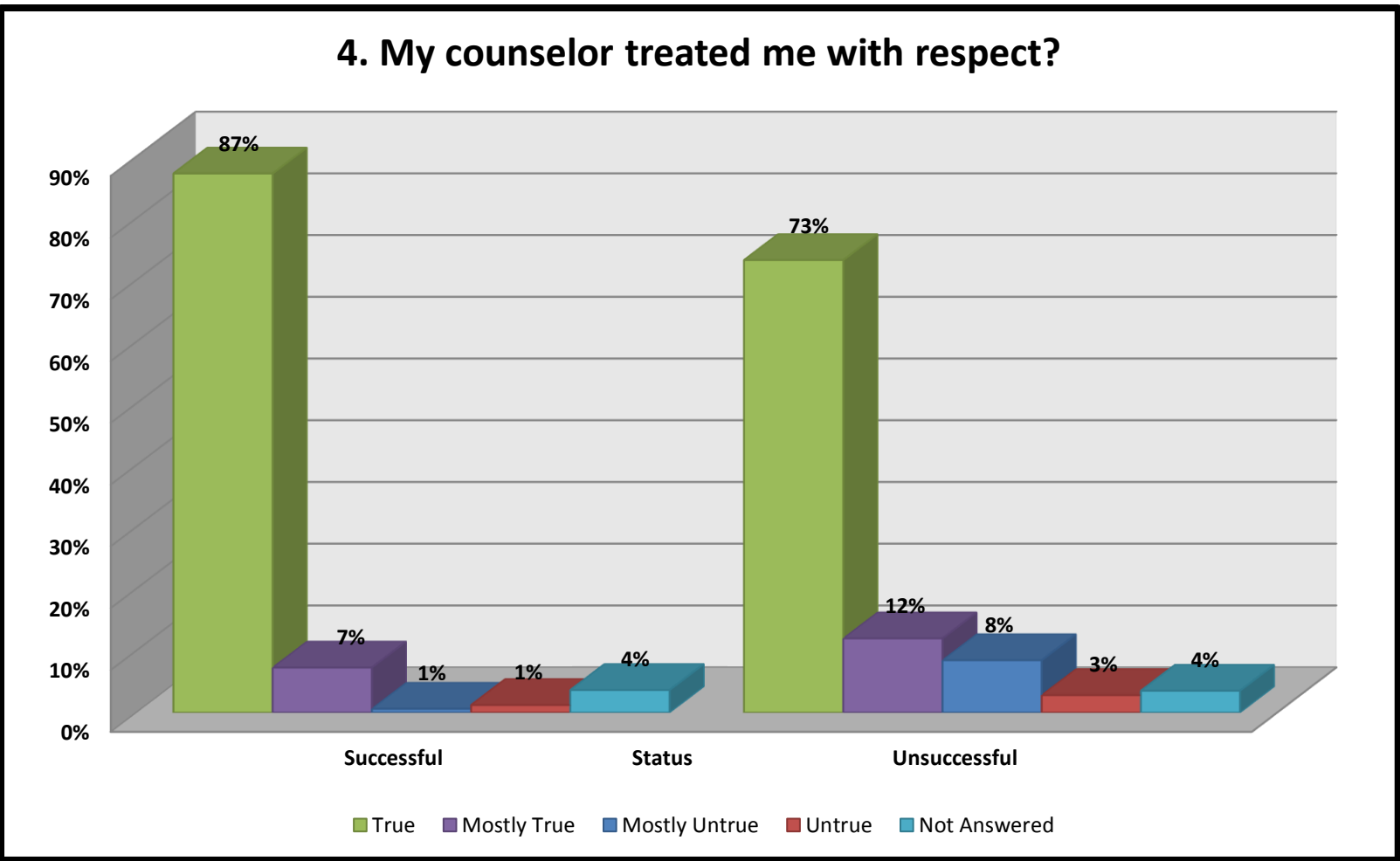


4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	288	87%	104	73%	392	83%	89%	68%	84%
Mostly True	24	7%	17	12%	41	9%	6%	14%	8%
Mostly Untrue	2	1%	12	8%	14	3%	1%	6%	2%
Untrue	4	1%	4	3%	8	2%	1%	8%	3%
Not Answered	12	4%	5	4%	17	4%	3%	5%	3%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Not really an issue...very low percentage of those who felt disrespected.

94% 312 of 330 felt their counselors treated with respect  
2% 6 of 330 felt their counselors did NOT treat them with respect  
85% 121 of 142 felt their counselors treated with respect  
11% 16 of 142 felt their counselors did NOT treat them with respect



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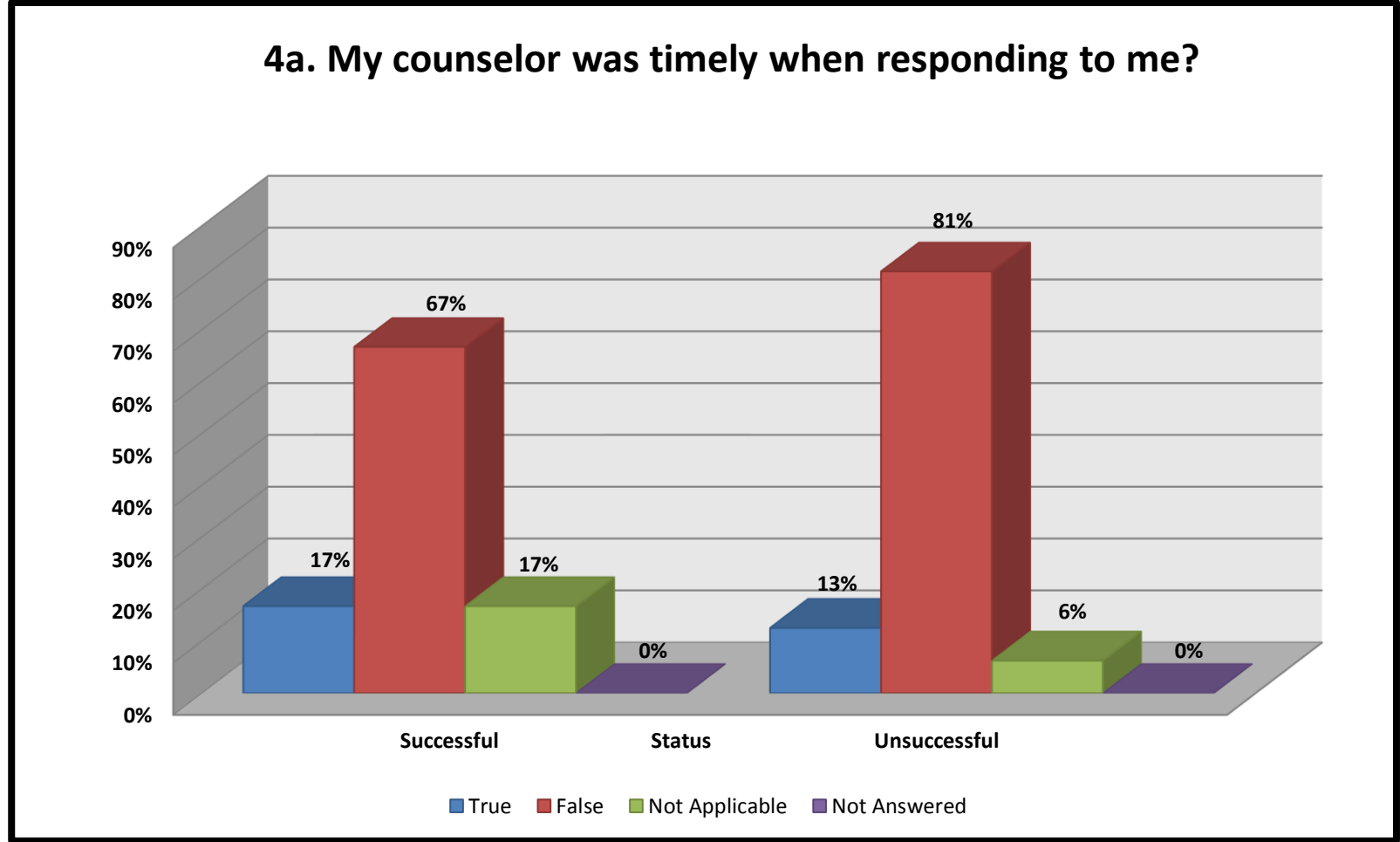
4a. My counselor was timely when responding to me?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	17%	2	13%	3	14%	25%	13%	17%
False	4	67%	13	81%	17	77%	63%	80%	74%
Not Applicable	1	17%	1	6%	2	9%	13%	7%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	6	100%	16	100%	22	100%	100%	100%	100%

Not really an issue... low percentage for either successfully or unsuccessfully placed consumers.

1%, 4 of 6 of 330 had counselors who did NOT respond timely

9%, 13 of 16 of 142 had counselors who did NOT respond timely



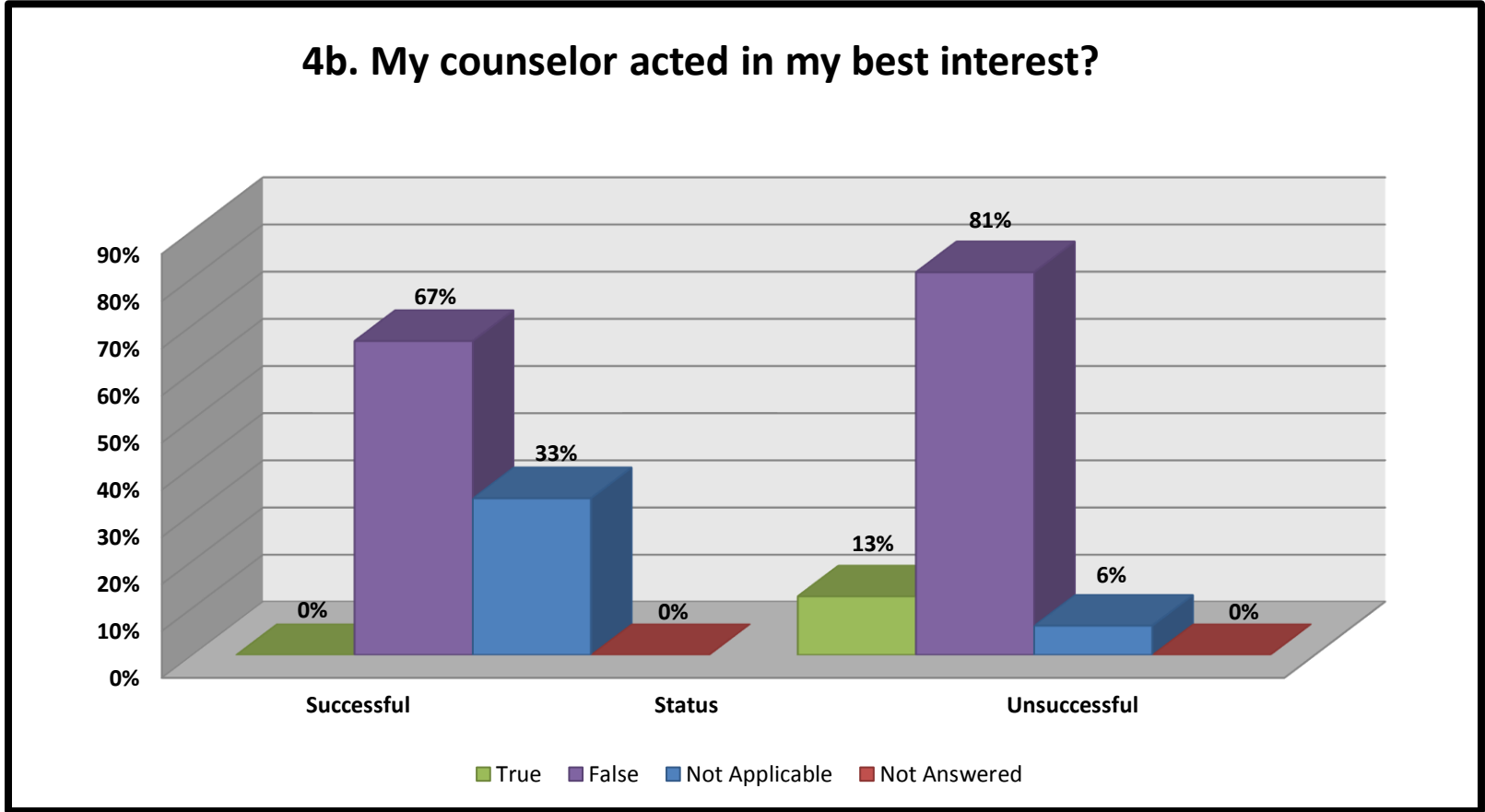
4b. My counselor acted in my best interest?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	13%	2	9%	0%	7%	4%
False	4	67%	13	81%	17	77%	75%	93%	87%
Not Applicable	2	33%	1	6%	3	14%	25%	0%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	6	100%	16	100%	22	100%	100%	100%	100%

Not really an issue...very low percentage for either successfully or unsuccessfully placed consumers.

1%, 4 of 6 of 330 had counselors who did NOT act in their best interest

9%, 13 of 16 of 142 had counselors who did NOT act in their best interest



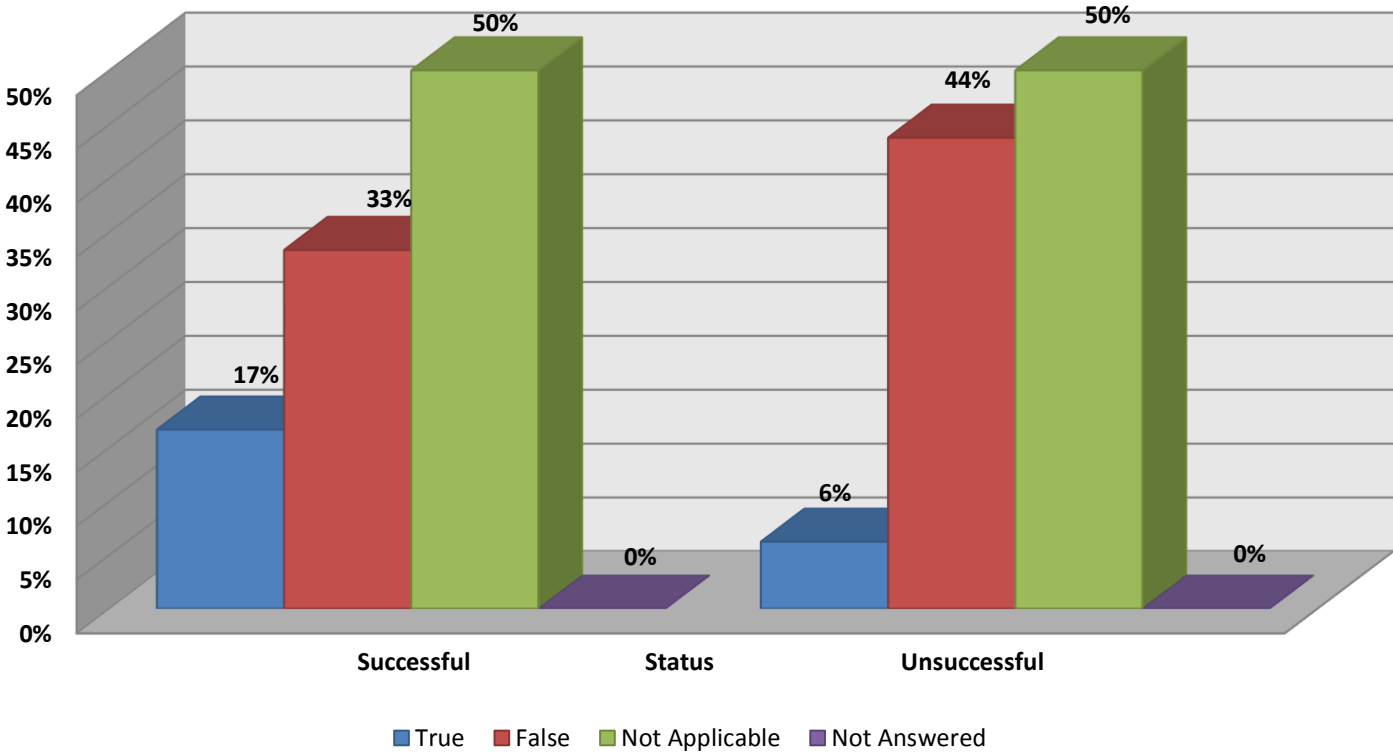
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4c. My counselor respected my culture?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	17%	1	6%	2	9%	13%	0%	4%
False	2	33%	7	44%	9	41%	50%	73%	65%
Not Applicable	3	50%	8	50%	11	50%	38%	27%	30%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	6	100%	16	100%	22	100%	100%	100%	100%

Not really an issue...one of the lowest percentages in the whole survey...

1%, 2 of 6 of 330 had counselors who did NOT respect their culture  
5%, 7 of 16 of 142 had counselors who did NOT respect their culture

4c. My counselor respected my culture?

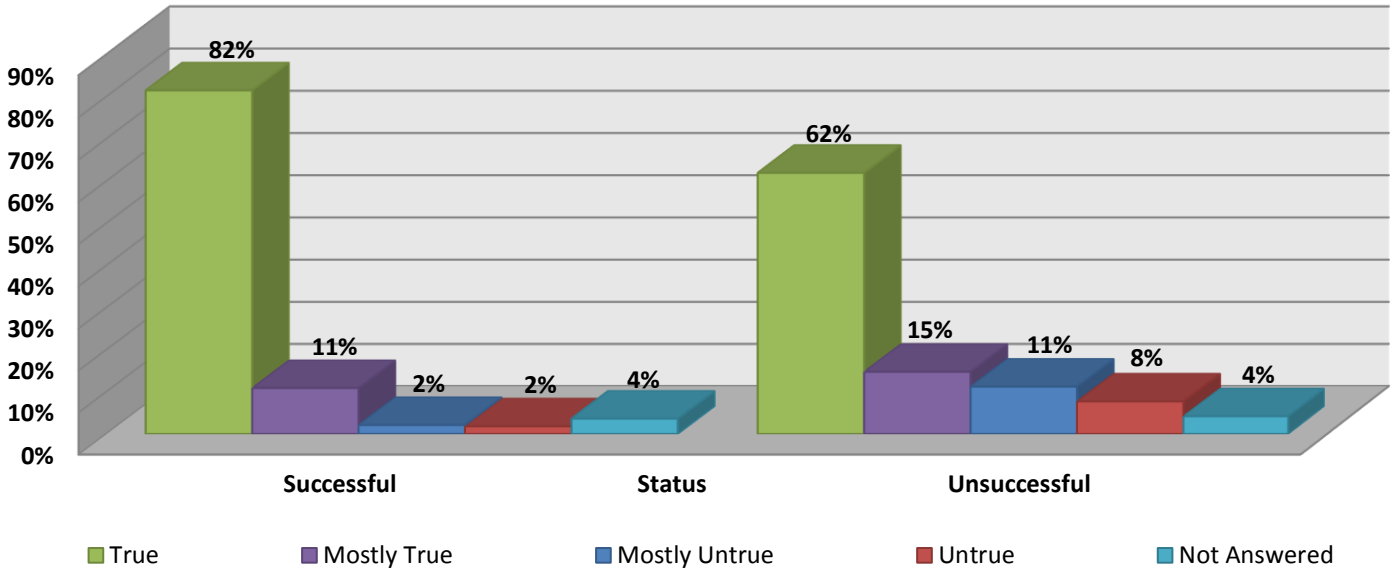


5. My counselor involved me in decision-making?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	269	82%	88	62%	357	76%	83%	64%	79%
Mostly True	36	11%	21	15%	57	12%	11%	15%	12%
Mostly Untrue	7	2%	16	11%	23	5%	1%	9%	3%
Untrue	6	2%	11	8%	17	4%	2%	9%	4%
Not Answered	12	4%	6	4%	18	4%	3%	3%	3%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 5.

93%, 305 of 330 had counselors involved in their decision-making  
4%, 13 of 330 had counselors NOT involved in their decision-making  
77%, 109 of 142 had counselors involved in their decision-making  
19%, 27 of 142 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?





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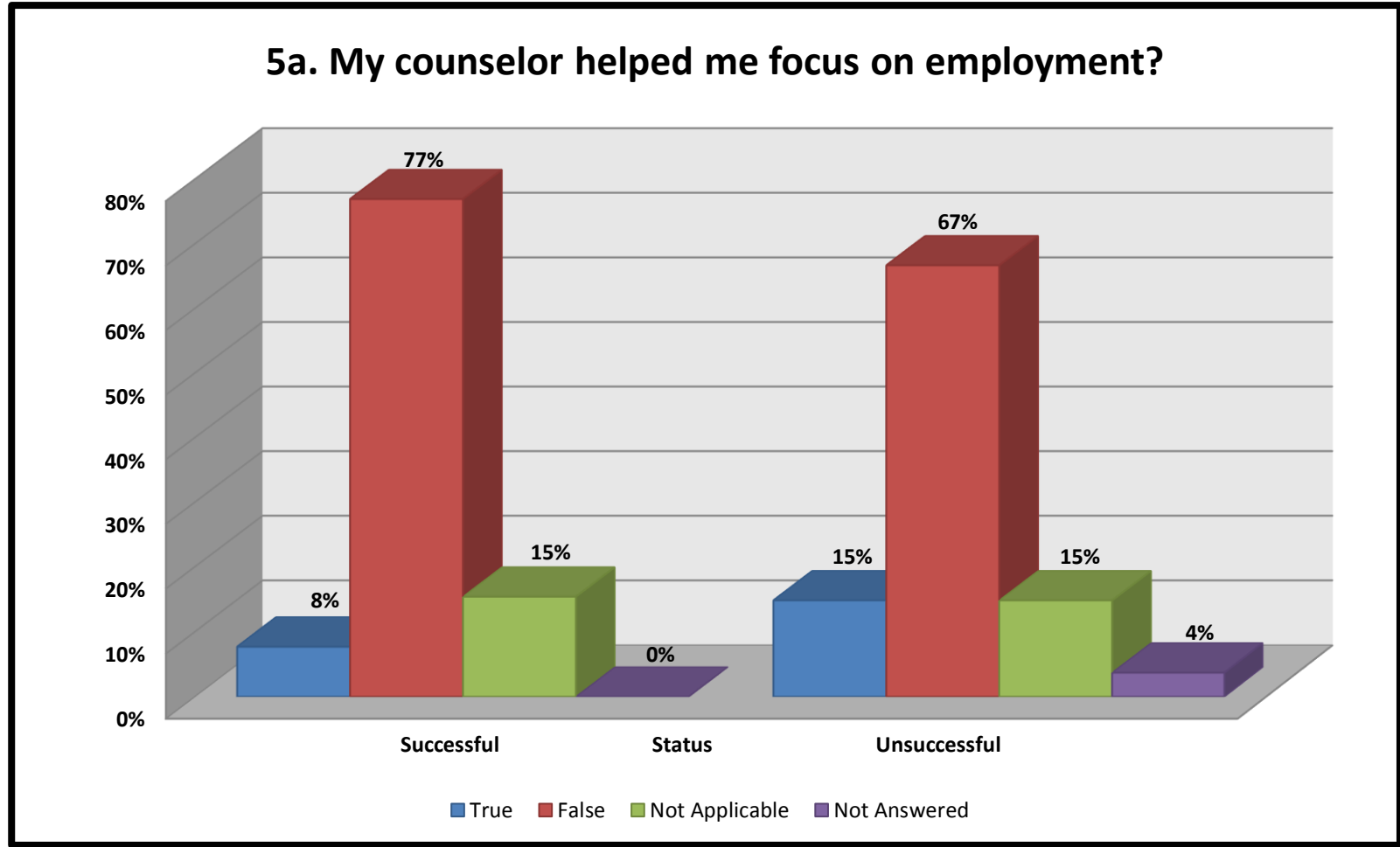
5a. My counselor helped me focus on employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	8%	4	15%	5	13%	36%	5%	16%
False	10	77%	18	67%	28	70%	55%	85%	74%
Not Applicable	2	15%	4	15%	6	15%	9%	10%	10%
Not Answered	0	0%	1	4%	1	3%	0%	0%	0%
Total	13	100%	27	100%	40	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

3%, 10 of 13 of 330 did NOT feel the counselors helped them focus on employment

13%, 18 of 27 of 142 did NOT feel the counselors helped them focus on employment



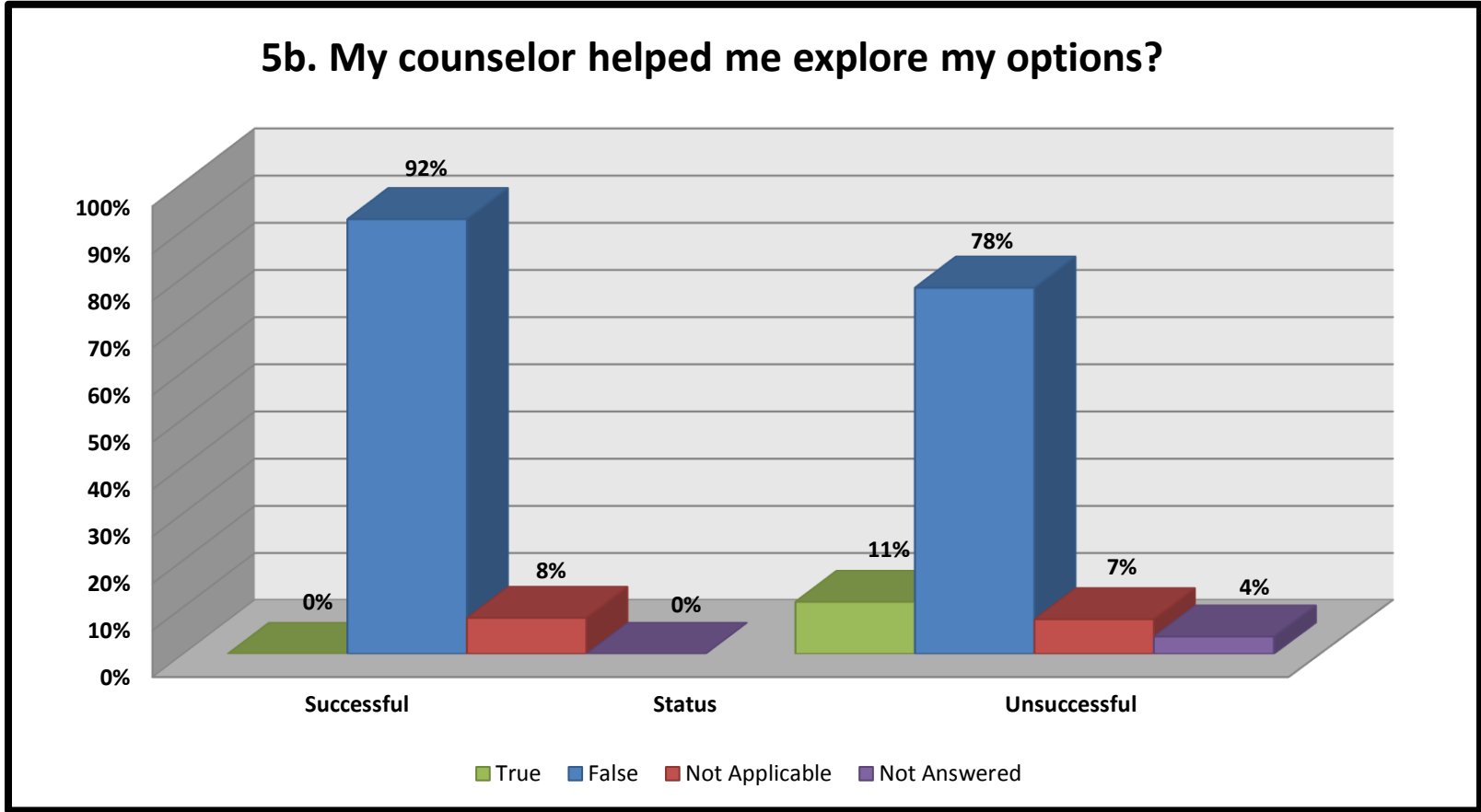
5b. My counselor helped me explore my options?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	3	11%	3	8%	0%	5%	3%
False	12	92%	21	78%	33	83%	82%	95%	90%
Not Applicable	1	8%	2	7%	3	8%	18%	0%	6%
Not Answered	0	0%	1	4%	1	3%	0%	0%	0%
Total	13	100%	27	100%	40	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

4%, 12 of 13 of 330 did NOT feel the counselors helped them explore options

15%, 21 of 27 of 142 did NOT feel the counselors helped them explore options



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5c. My counselor helped me understand the pros and cons of my decision?

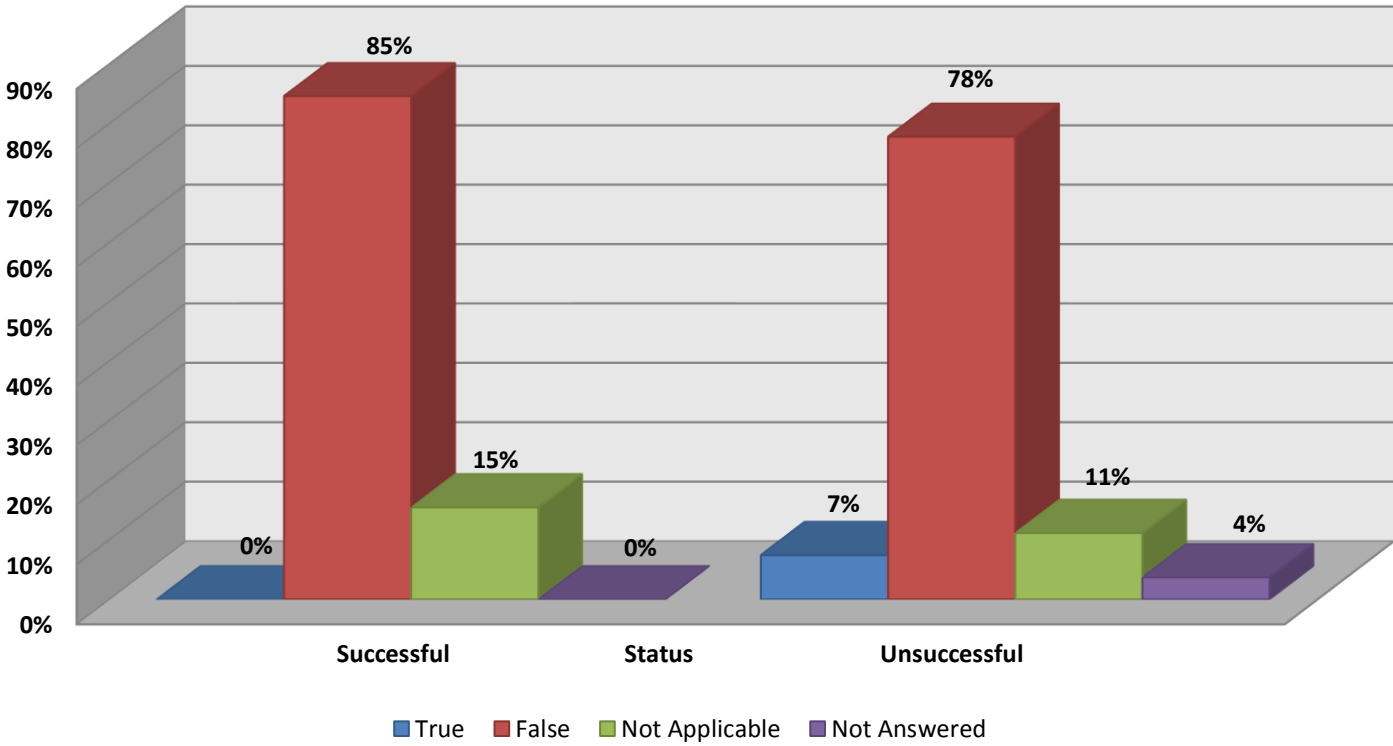
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	7%	2	5%	9%	0%	3%
False	11	85%	21	78%	32	80%	73%	100%	90%
Not Applicable	2	15%	3	11%	5	13%	18%	0%	6%
Not Answered	0	0%	1	4%	1	3%	0%	0%	0%
Total	13	100%	27	100%	40	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is under 1 in 7.

3%, 11 of 13 of 330 did NOT feel the counselors helped them understand the pros and cons of their decisions

15%, 21 of 27 of 142 did NOT feel the counselors helped them understand the pros and cons of their decisions

5c. My counselor helped me understand the pros and cons of my decision?



6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	231	70%	69	49%	300	64%	70%	47%	64%
Mostly True	59	18%	28	20%	87	18%	19%	19%	19%
Mostly Untrue	14	4%	14	10%	28	6%	3%	13%	6%
Untrue	17	5%	26	18%	43	9%	4%	19%	8%
Not Answered	9	3%	5	4%	14	3%	4%	2%	3%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Very high in unsatisfied for those without employment

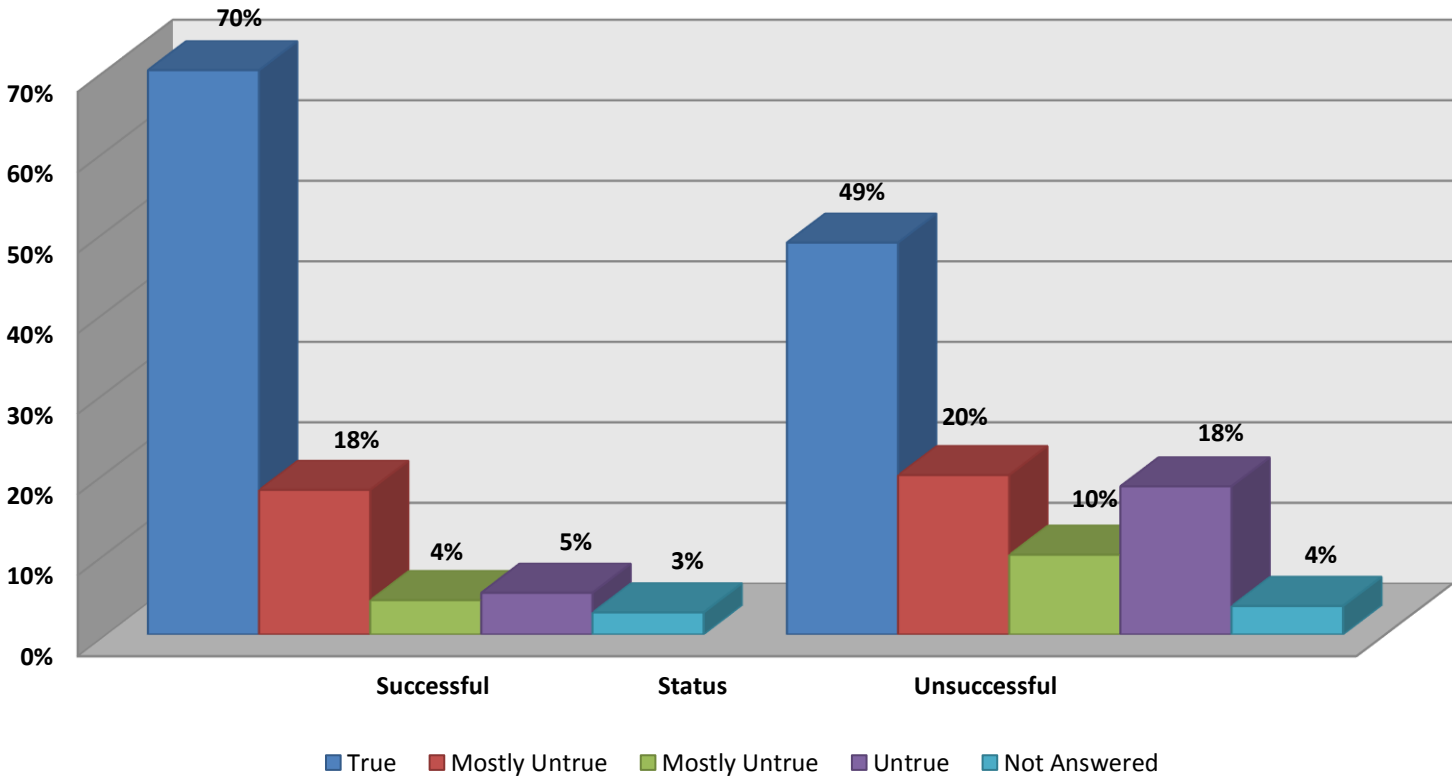
88%, 290 of 330 felt satisfied with how well VR prepared them for employment

9%, 31 of 330 felt UNSatisfied with how well VR prepared them for employment

69%, 97 of 142 felt satisfied with how well VR prepared them for employment

28%, 40 of 142 felt UNSatisfied with how well VR prepared them for employment

6. I am satisfied with how well VR prepared me for employment?



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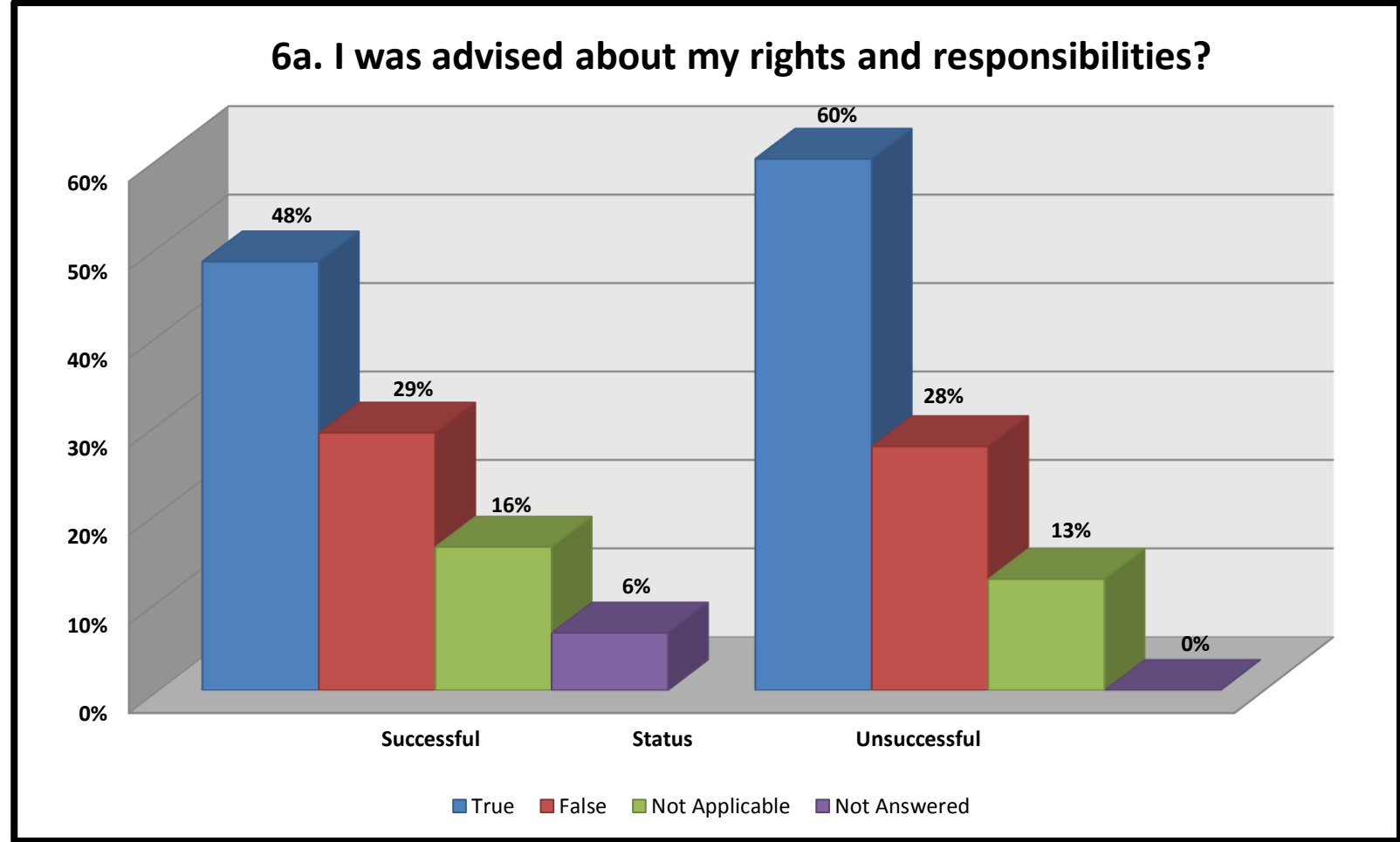
6a. I was advised about my rights and responsibilities?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	15	48%	24	60%	39	55%	50%	43%	46%
False	9	29%	11	28%	20	28%	38%	37%	38%
Not Applicable	5	16%	5	13%	10	14%	12%	20%	16%
Not Answered	2	6%	0	0%	2	3%	0%	0%	0%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers...

3%, 9 of 31 of 330 was NOT advised about their rights and responsibilities

8%, 11 of 40 of 142 was NOT advised about their rights and responsibilities



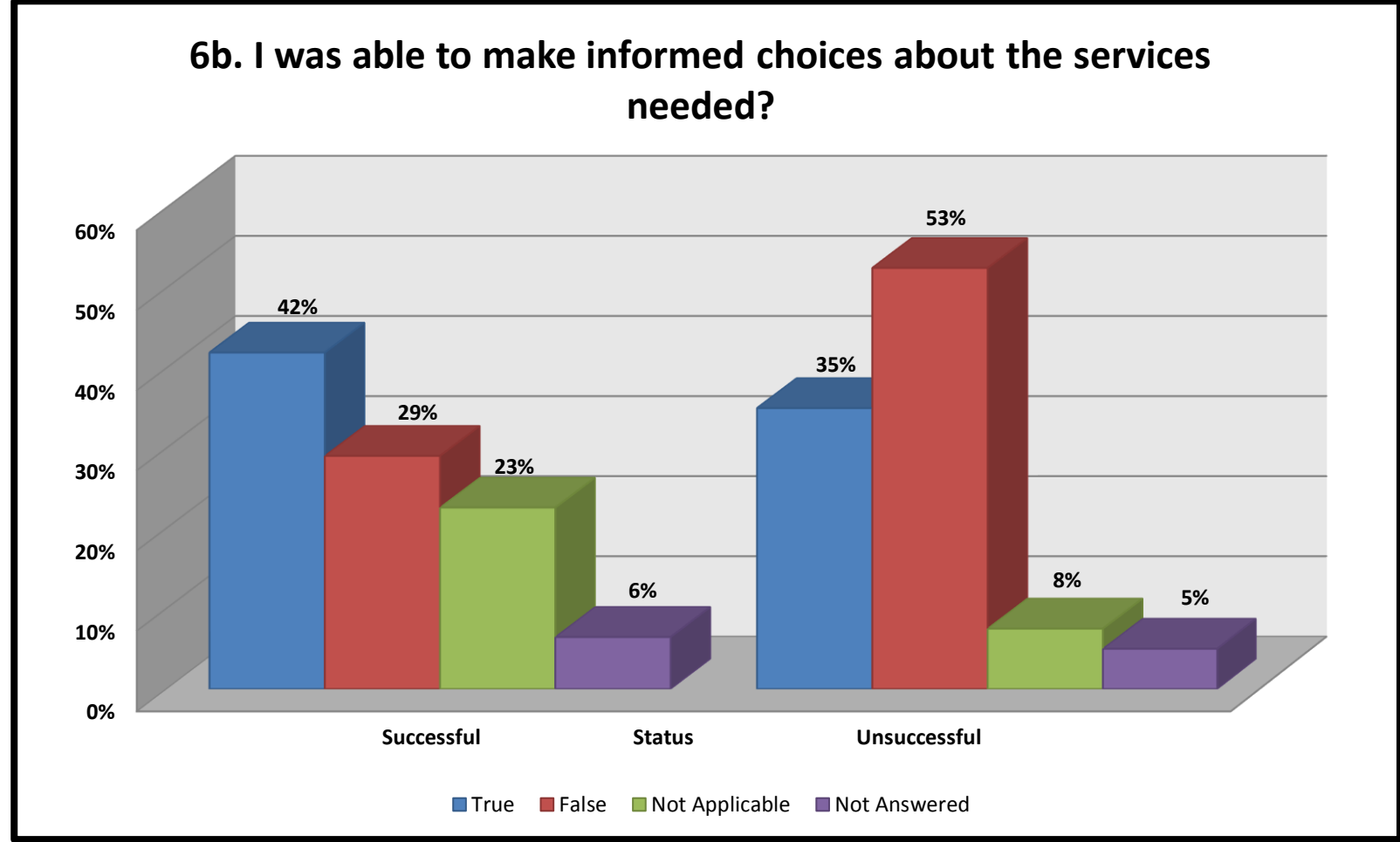
6b. I was able to make informed choices about the services needed?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	13	42%	14	35%	27	38%	38%	23%	30%
False	9	29%	21	53%	30	42%	50%	69%	61%
Not Applicable	7	23%	3	8%	10	14%	8%	9%	8%
Not Answered	2	6%	2	5%	4	6%	4%	0%	2%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is under 1 in 6.

3%, 9 of 31 of 330 Unable to make informed choices about the services needed

15%, 21 of 40 of 142 Unable to make informed choices about the services needed



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6c. I was able to make informed choices about the provider of services?

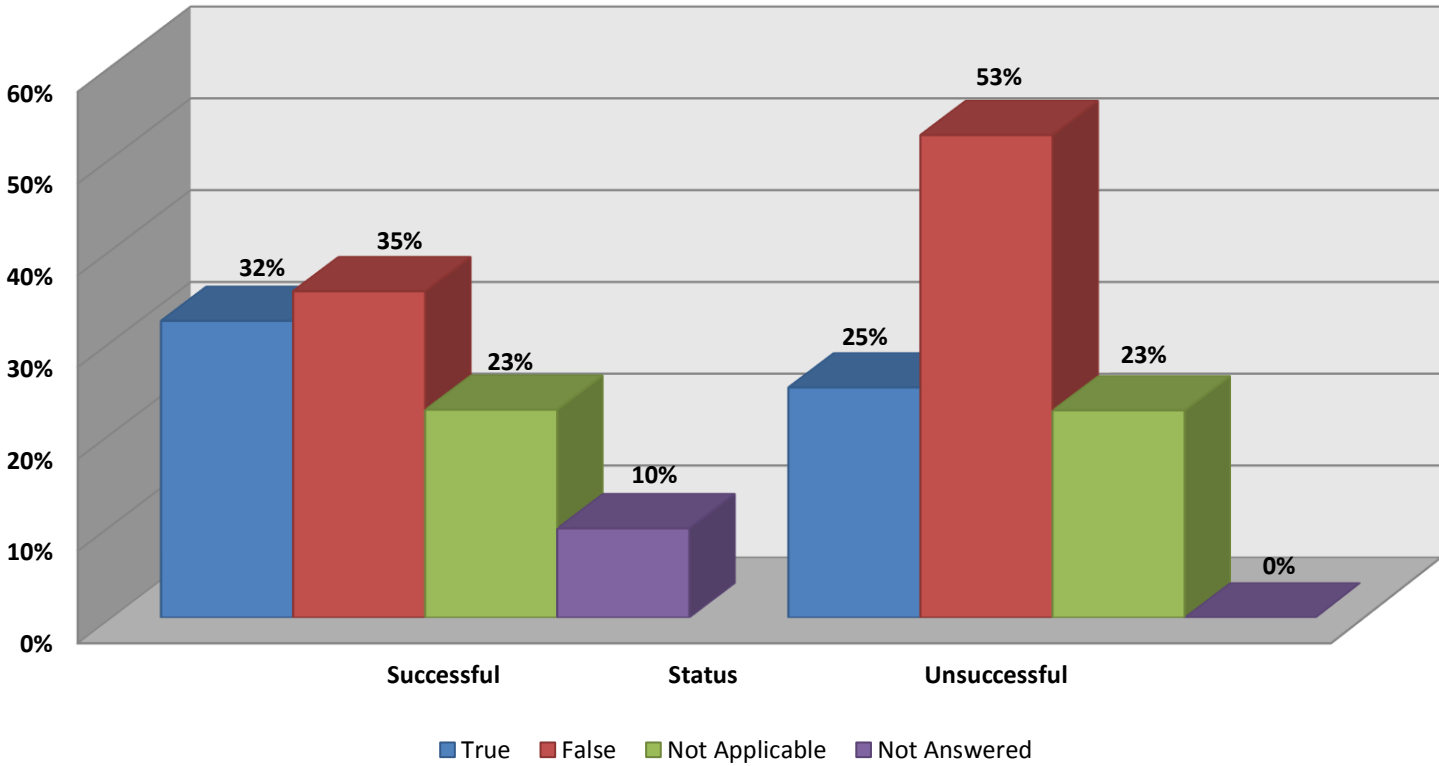
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	10	32%	10	25%	20	28%	46%	31%	38%
False	11	35%	21	53%	32	45%	42%	60%	52%
Not Applicable	7	23%	9	23%	16	23%	8%	9%	8%
Not Answered	3	10%	0	0%	3	4%	4%	0%	2%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers...

3%, 11 of 31 of 330 UNable to make informed choices about the provider of services

15%, 21 of 40 of 142 UNable to make informed choices about the provider of services

6c. I was able to make informed choices about the provider of services?



6d. I received all agreed upon services?

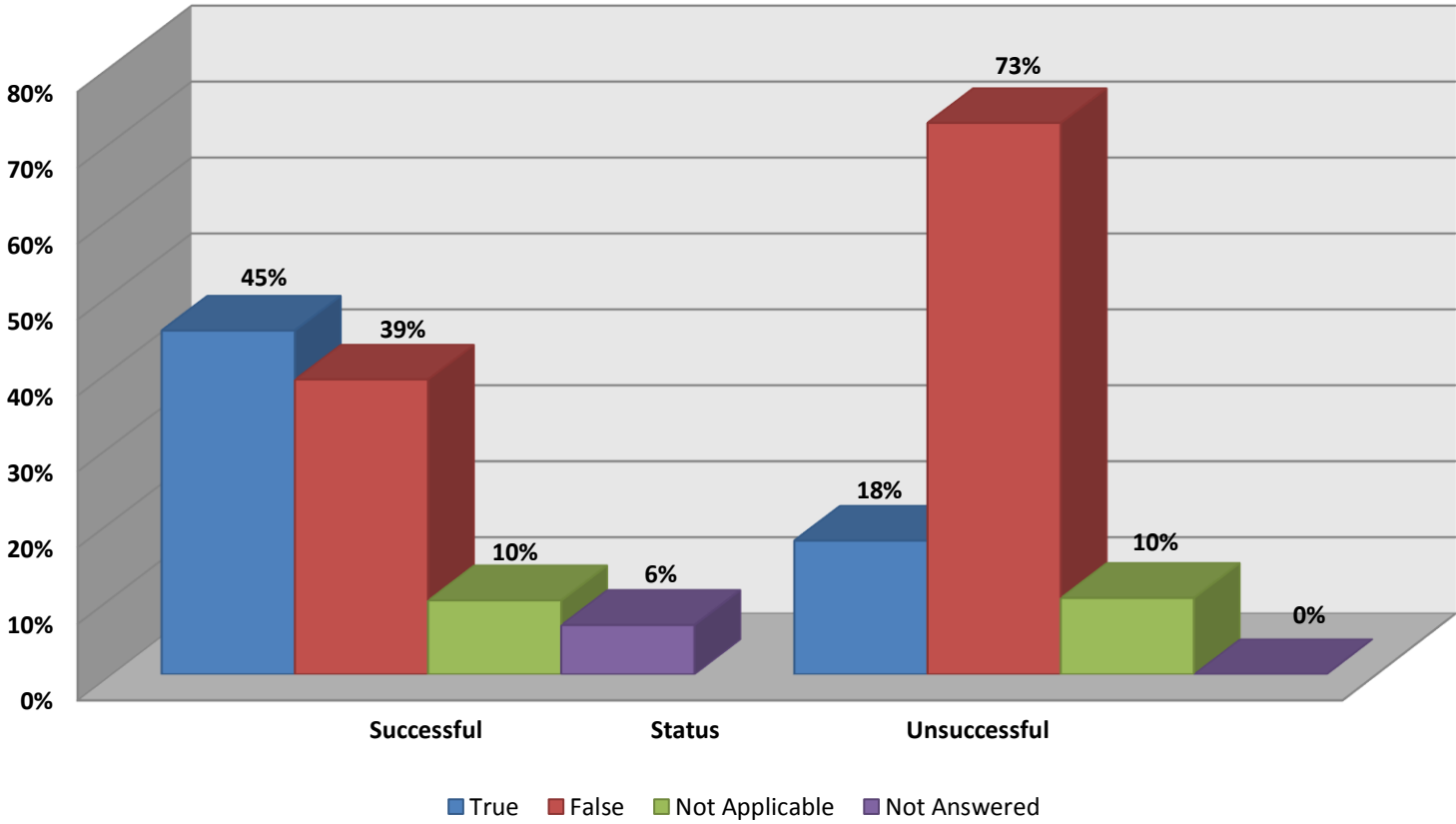
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	14	45%	7	18%	21	30%	42%	23%	31%
False	12	39%	29	73%	41	58%	50%	54%	52%
Not Applicable	3	10%	4	10%	7	10%	8%	20%	15%
Not Answered	2	6%	0	0%	2	3%	0%	3%	2%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is 1 in 5.

4%, 12 of 31 of 330 did NOT receive all agreed upon services

20%, 29 of 40 of 142 did NOT receive all agreed upon services

6d. I received all agreed upon services?



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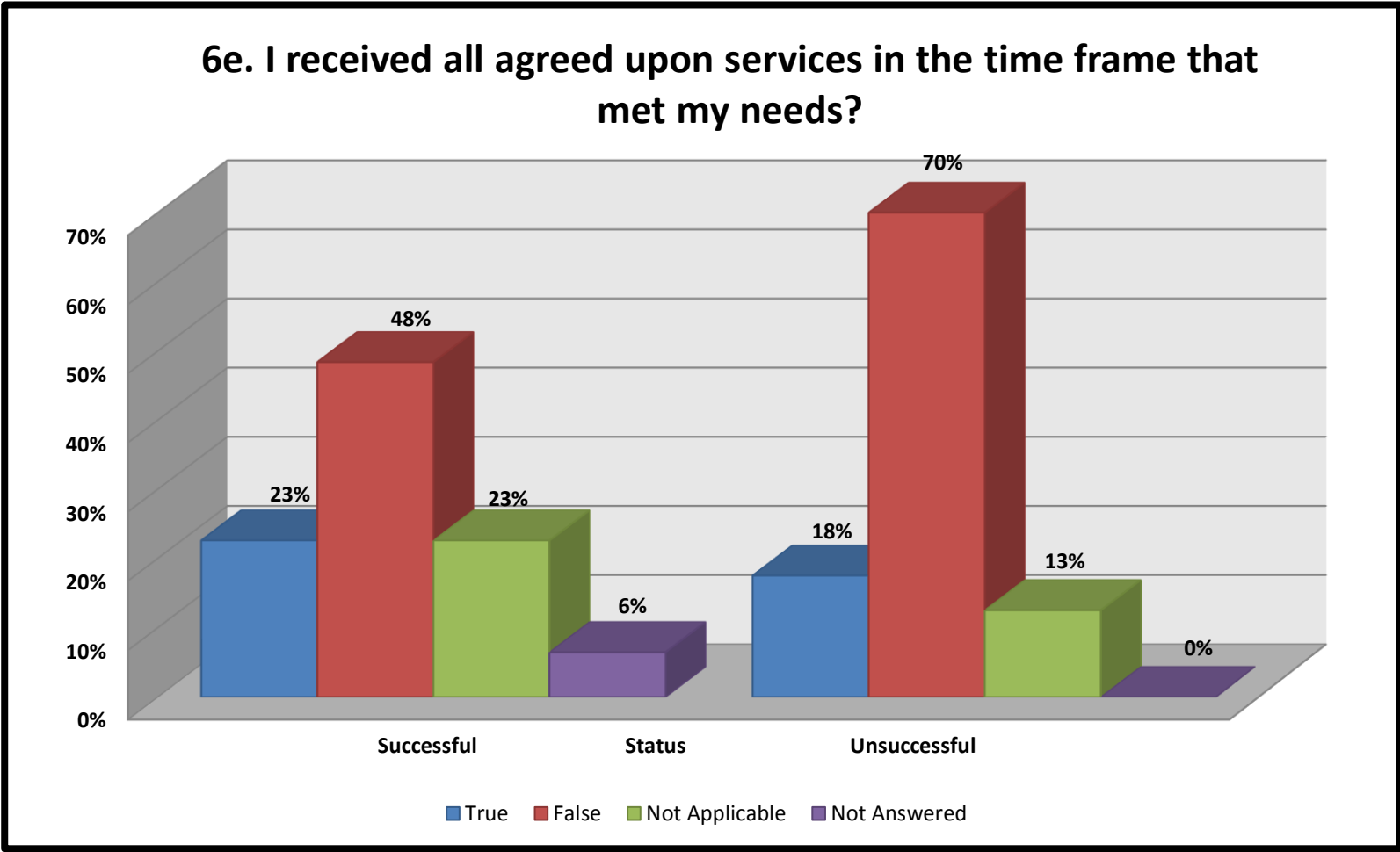
6e. I received all agreed upon services in the time frame that met my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	23%	7	18%	14	20%	27%	17%	21%
False	15	48%	28	70%	43	61%	62%	71%	67%
Not Applicable	7	23%	5	13%	12	17%	12%	11%	11%
Not Answered	2	6%	0	0%	2	3%	0%	0%	0%
Total	31	100%	40	100%	71	100%	100%	100%	100%

Pretty significant for unplaced workers

5%, 15 of 31 of 330 did NOT receive all agreed upon services in the time frame that met their needs

20%, 28 of 40 of 142 did NOT receive all agreed upon services in the time frame that met their needs



7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	214	65%	57	40%	271	57%	70%	32%	61%
Mostly True	64	19%	25	18%	89	19%	19%	22%	19%
Mostly Untrue	12	4%	16	11%	28	6%	4%	15%	7%
Untrue	26	8%	39	27%	65	14%	4%	28%	10%
Not Answered	14	4%	5	4%	19	4%	3%	3%	3%
Total	330	100%	142	100%	472	100%	100%	100%	100%

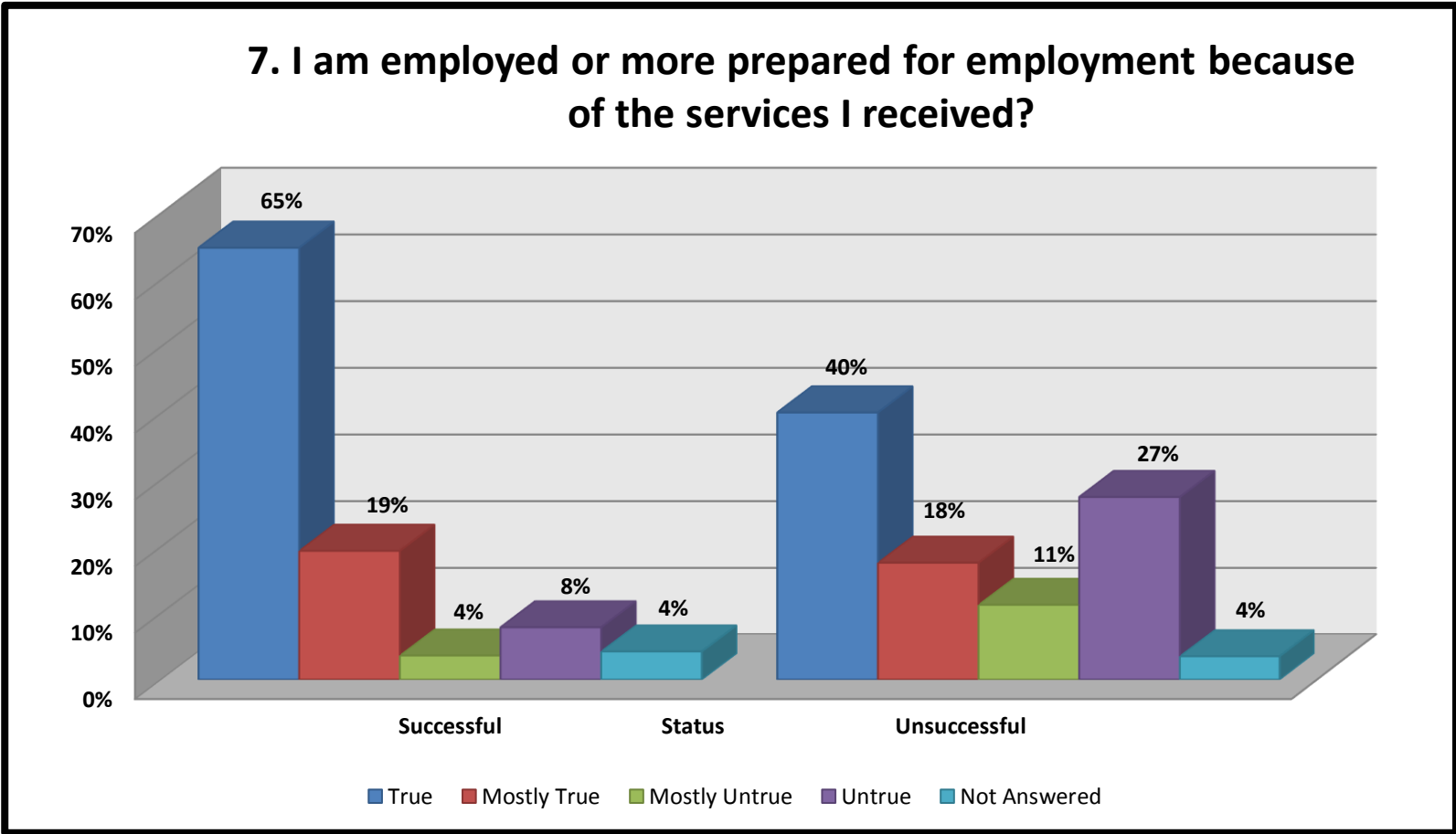
Pretty high negative of those not employed (over a third) 38%

84%, 278 of 330 employed or more prepared for employment because of the services they received

12%, 38 of 330 employed but do NOT percieve this was because of the services they received

58%, 82 of 142 not employed or more preparedness for employment because of the services they received

38%, 55 of 142 not employed and do NOT perceive preparedness because of the services received





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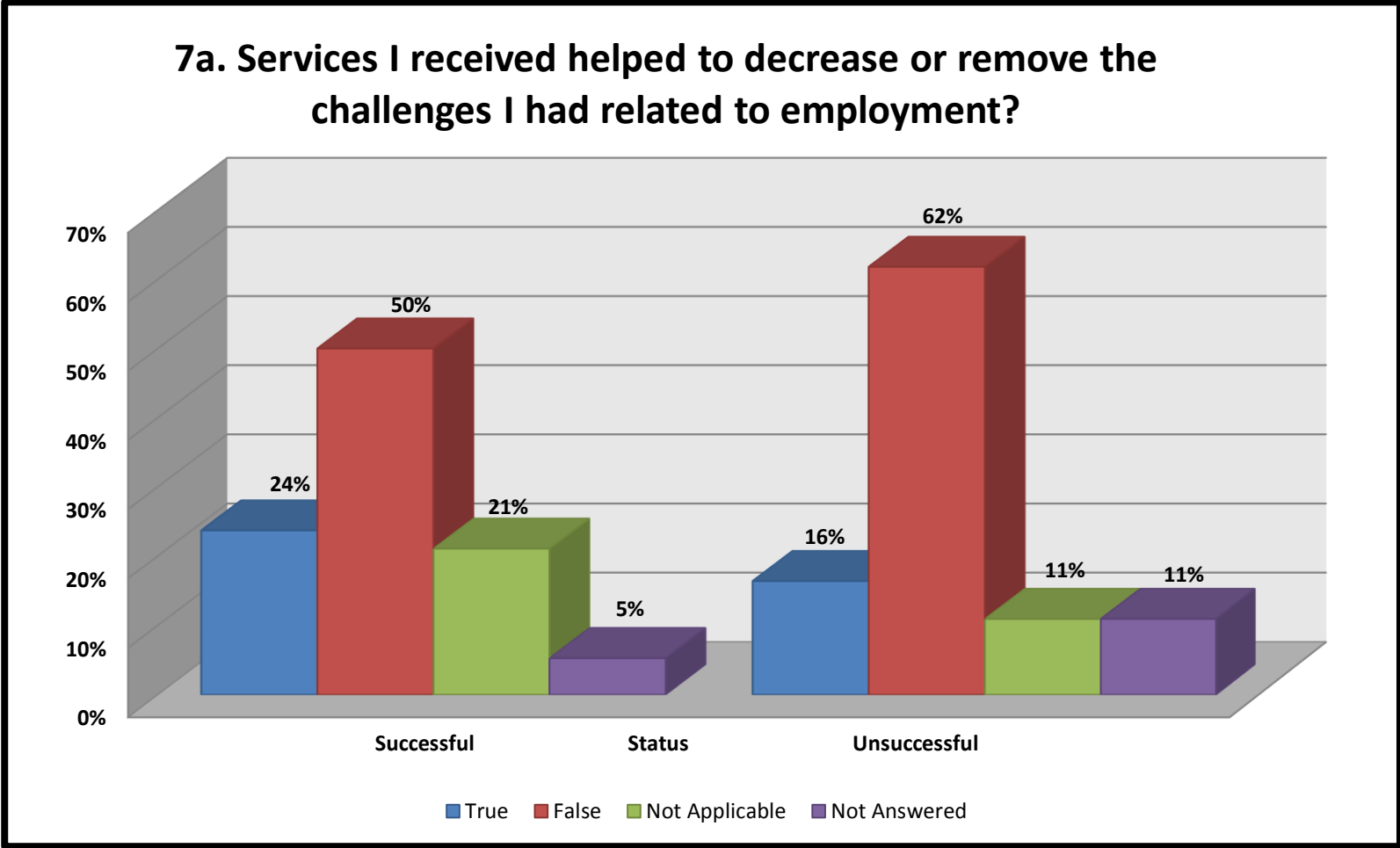
7a. Services I received helped to decrease or remove the challenges I had related to employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	9	24%	9	16%	18	19%	11%	9%	9%
False	19	50%	34	62%	53	57%	63%	62%	62%
Not Applicable	8	21%	6	11%	14	15%	26%	26%	26%
Not Answered	2	5%	6	11%	8	9%	0%	4%	3%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

6%, 19 of 38 of 330 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers

24%, 34 of 55 of 142 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers



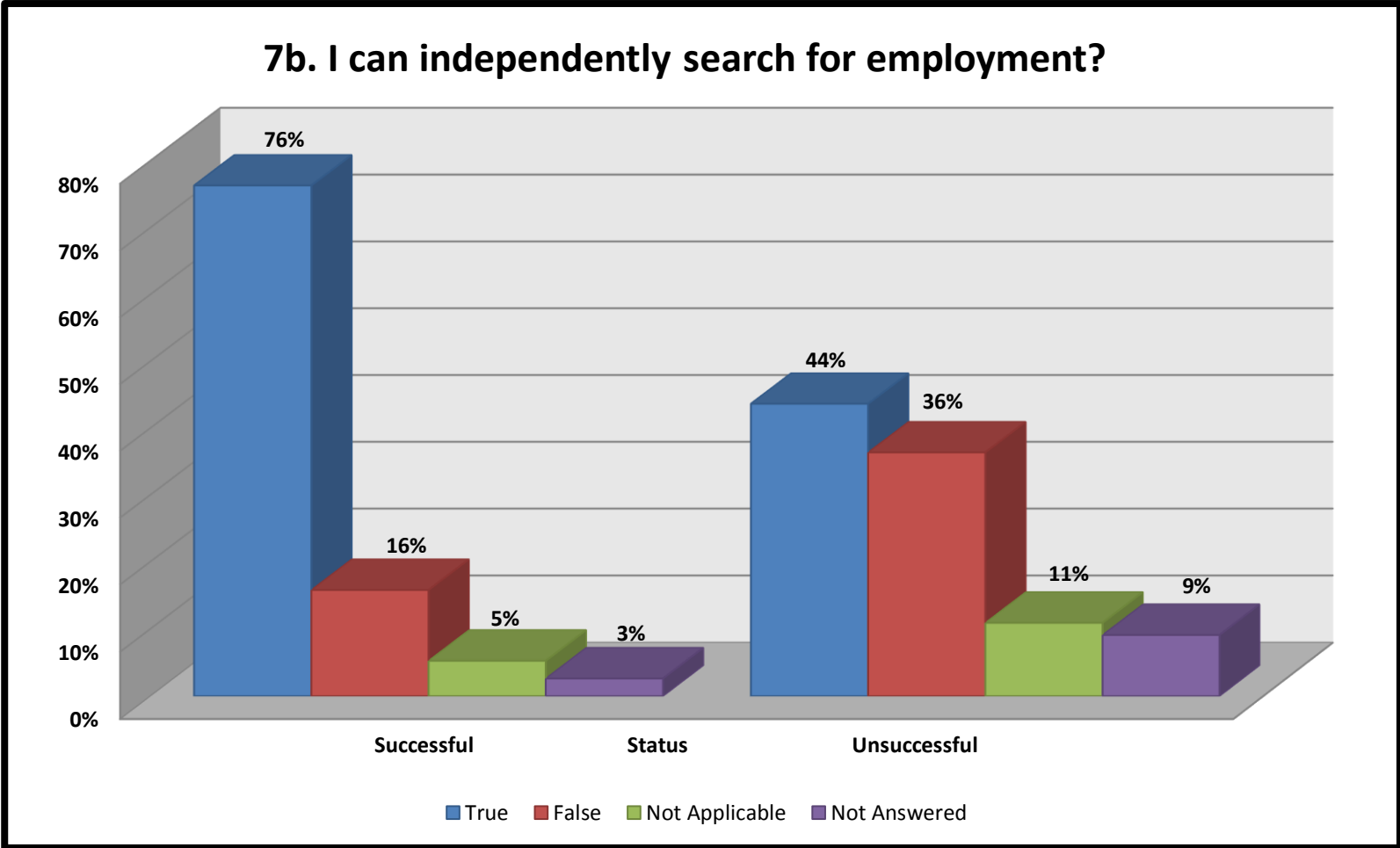
7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	29	76%	24	44%	53	57%	63%	57%	59%
False	6	16%	20	36%	26	28%	19%	23%	22%
Not Applicable	2	5%	6	11%	8	9%	19%	15%	16%
Not Answered	1	3%	5	9%	6	6%	0%	4%	3%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers...

2%, 6 of 38 of 330 could NOT independently search for employment

14%, 20 of 55 of 142 could NOT independently search for employment



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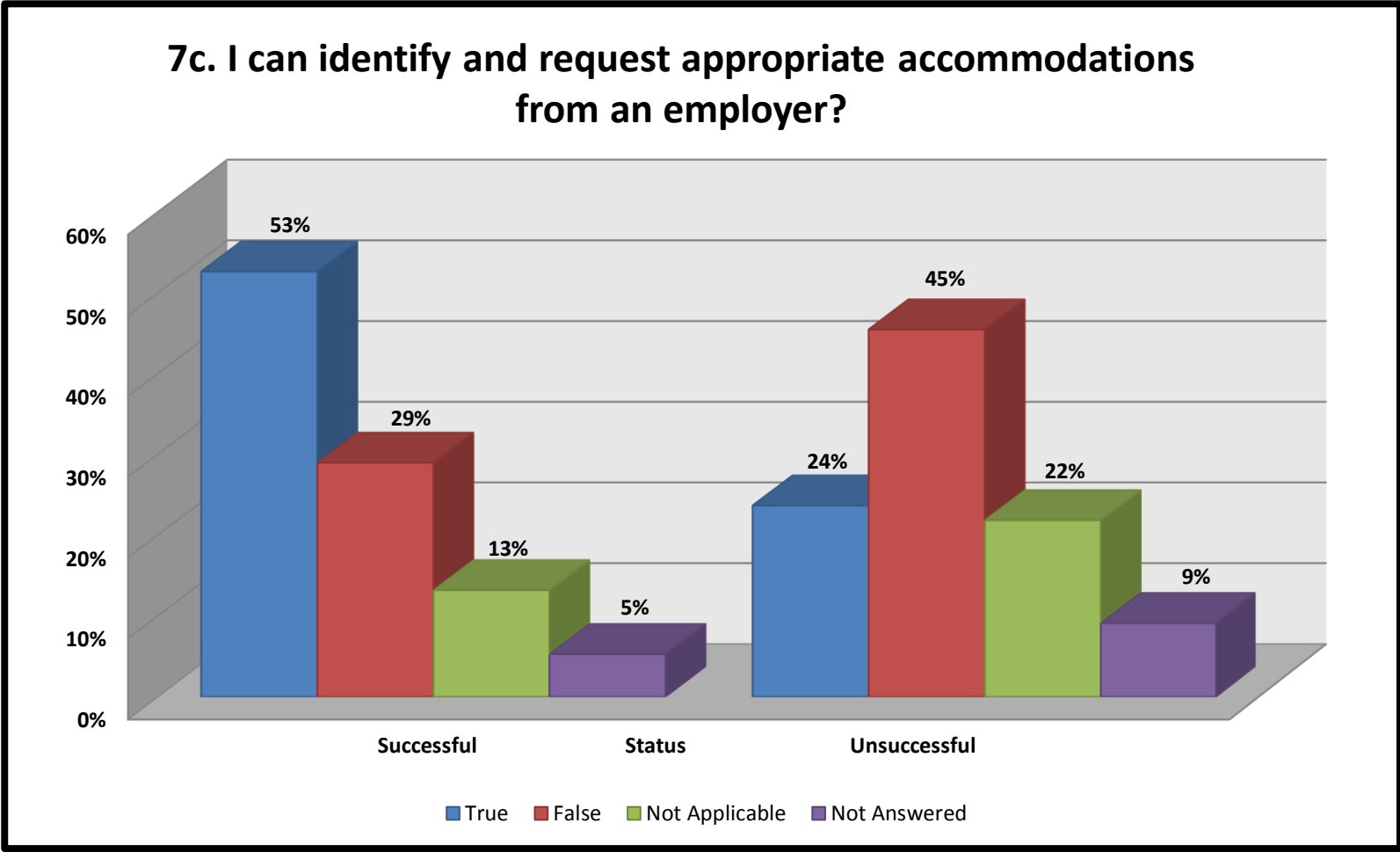
7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	20	53%	13	24%	33	35%	44%	38%	41%
False	11	29%	25	45%	36	39%	37%	28%	31%
Not Applicable	5	13%	12	22%	17	18%	15%	30%	24%
Not Answered	2	5%	5	9%	7	8%	4%	4%	4%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 11 of 38 of 330 Unable to identify and request appropriate accommodations from an employer

18%, 25 of 55 of 142 Unable to identify and request appropriate accommodations from an employer



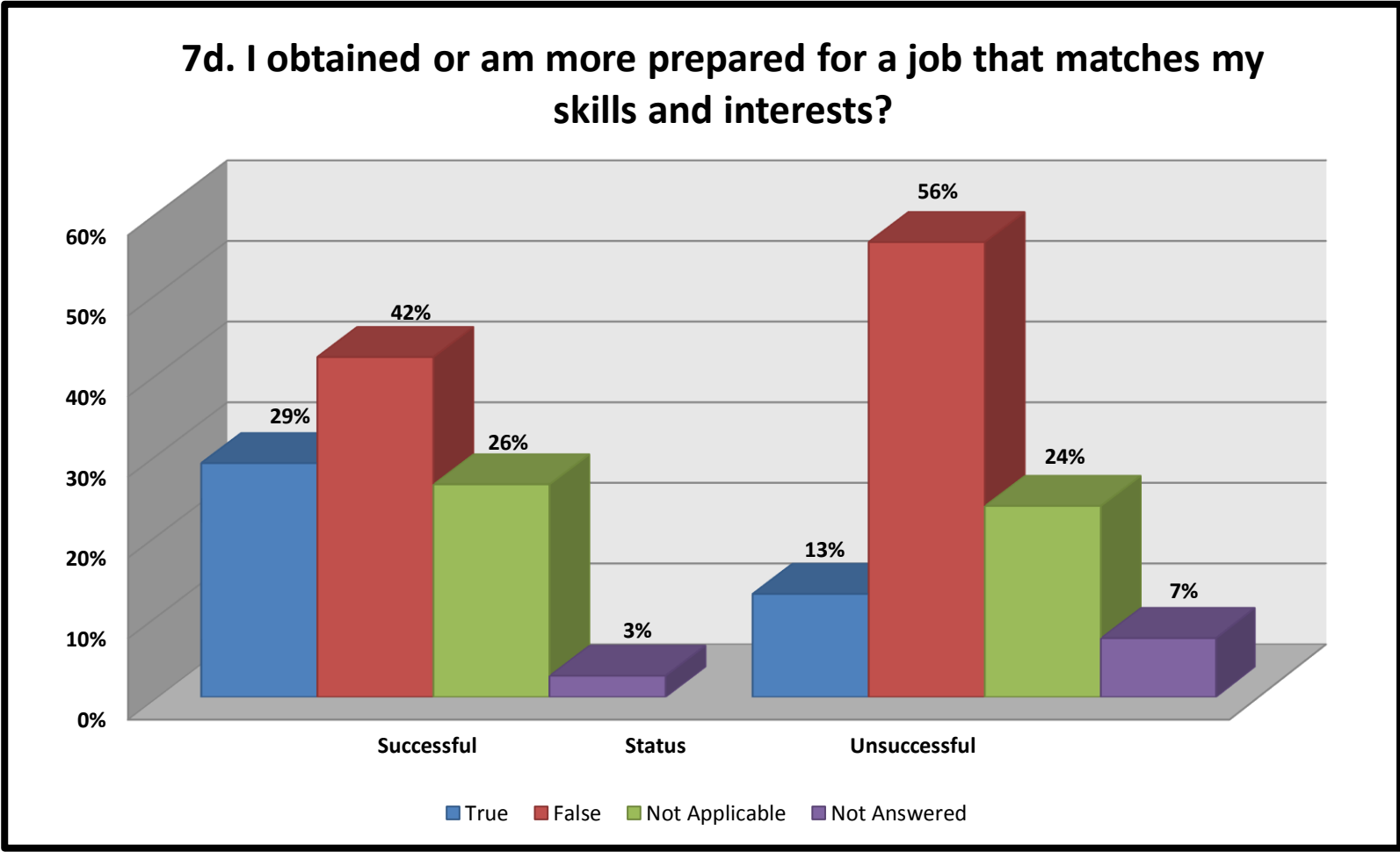
7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	11	29%	7	13%	18	19%	33%	15%	22%
False	16	42%	31	56%	47	51%	48%	51%	50%
Not Applicable	10	26%	13	24%	23	25%	19%	30%	26%
Not Answered	1	3%	4	7%	5	5%	0%	4%	3%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

5%, 16 of 38 of 330 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

22%, 31 of 55 of 142 did NOT obtain or are NOT prepared for a job that matches my skills/intersts



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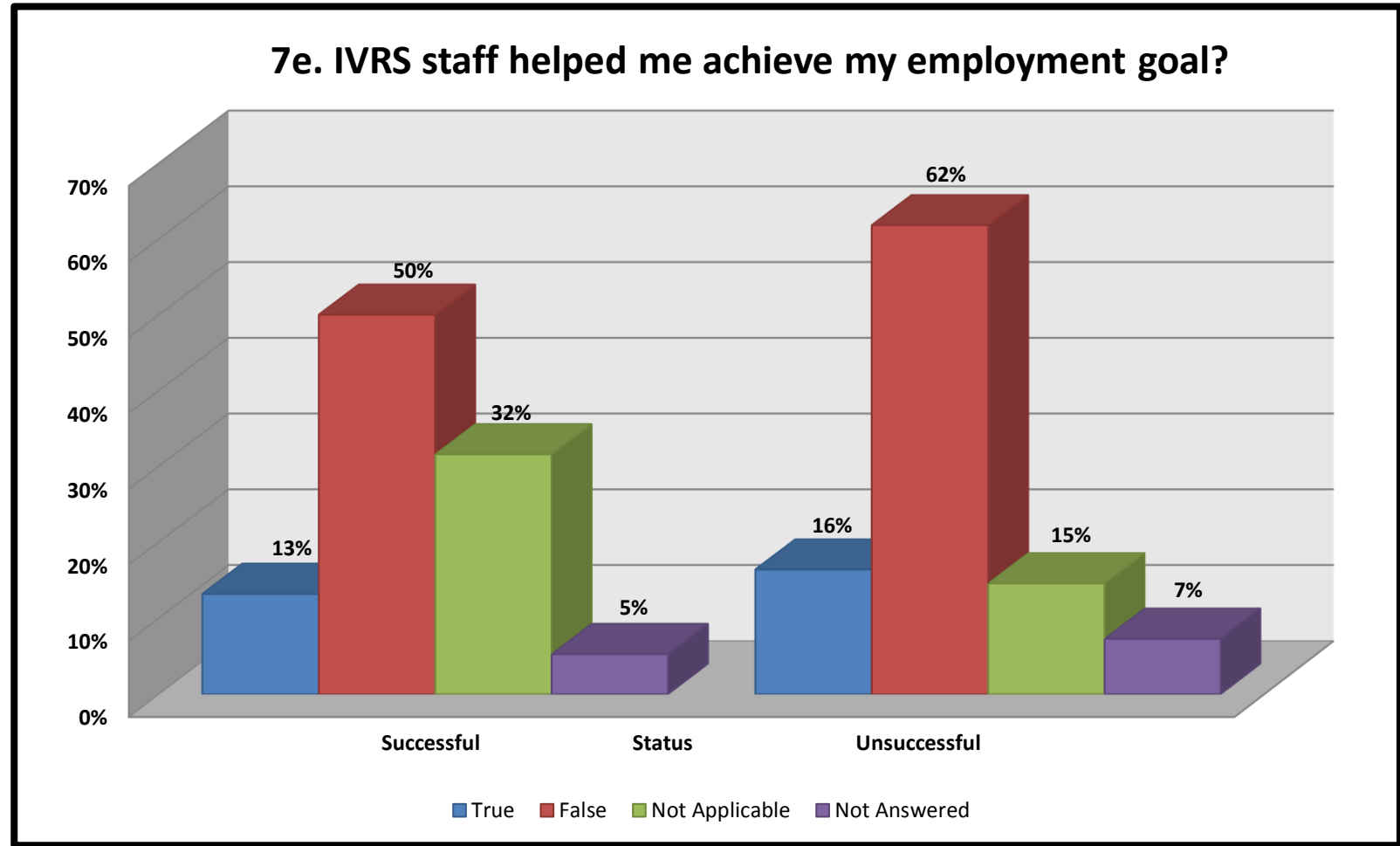
7e. IVRS staff helped me achieve my employment goal?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	13%	9	16%	14	15%	33%	4%	15%
False	19	50%	34	62%	53	57%	37%	53%	47%
Not Applicable	12	32%	8	15%	20	22%	22%	36%	31%
Not Answered	2	5%	4	7%	6	6%	7%	6%	7%
Total	38	100%	55	100%	93	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

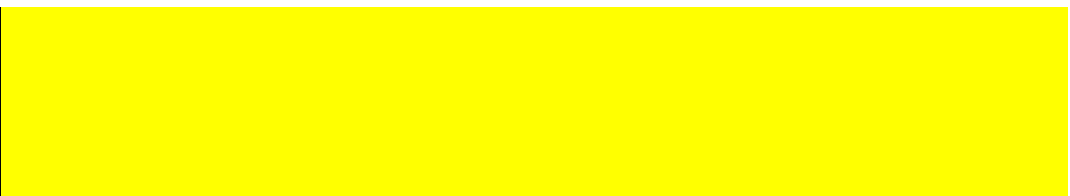
6%, 19 of 38 of 330 did NOT obtain the job goal that was identified in my IPE

24%, 34 of 55 of 142 did NOT obtain the job goal that was identified in my IPE



8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	92	28%	62	44%	154	33%	27%	33%	29%
Mostly True	31	9%	20	14%	51	11%	15%	20%	16%
Mostly Untrue	22	7%	12	8%	34	7%	8%	10%	9%
Untrue	162	49%	38	27%	200	42%	45%	28%	41%
Not Answered	23	7%	10	7%	33	7%	5%	9%	6%
Total	330	100%	142	100%	472	100%	100%	100%	100%

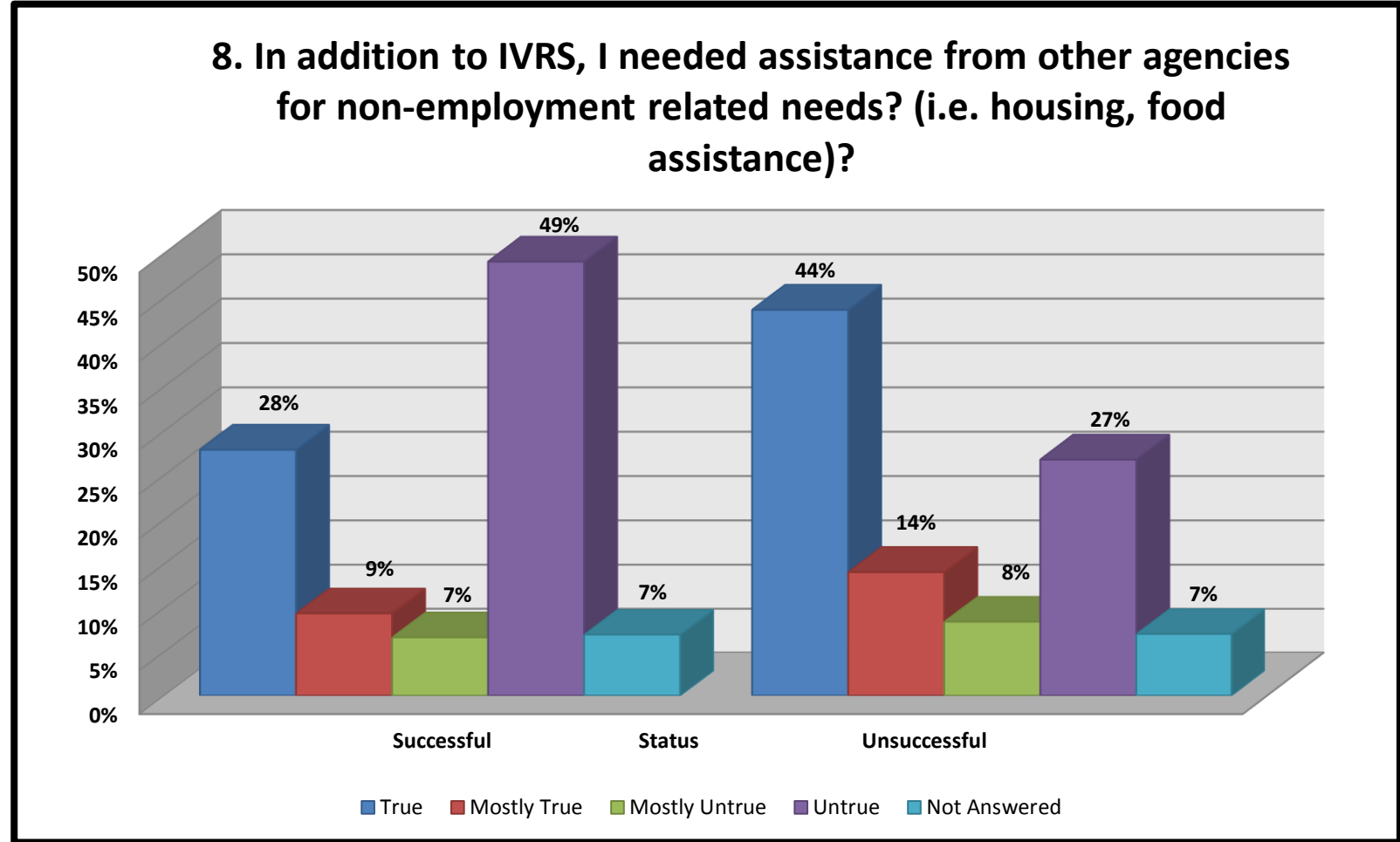


37%, 123 of 330 needed assistance from other agencies not directly related to employment

56%, 184 of 330 did NOT need assistance from other agencies not directly related to employment

58%, 82 of 142 needed assistance from other agencies not directly related to employment

35%, 50 of 142 did NOT need assistance from other agencies not directly related to employment



2016 Consumer Satisfaction Survey

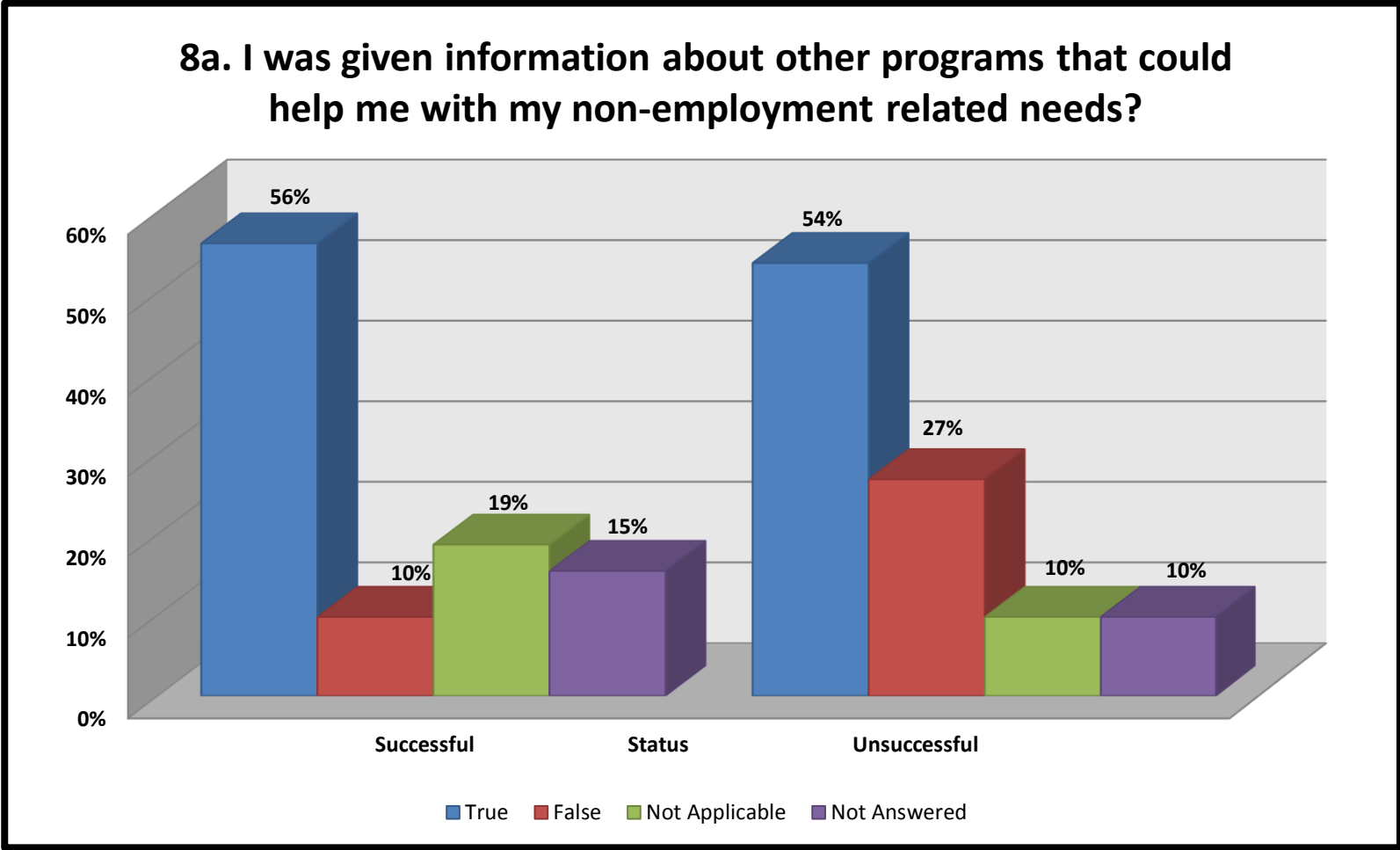
8a. I was given information about other programs that could help me with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	69	56%	44	54%	113	55%	56%	43%	52%
False	12	10%	22	27%	34	17%	11%	31%	17%
Not Applicable	23	19%	8	10%	31	15%	22%	12%	19%
Not Answered	19	15%	8	10%	27	13%	11%	14%	12%
Total	123	100%	82	100%	205	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 6.

4%, 12 of 123 of 330 were NOT provided information about other programs that would be able to assist me with non-employment related needs

15%, 22 of 82 of 142 were NOT provided information about other programs that would be able to assist me with non-employment related needs



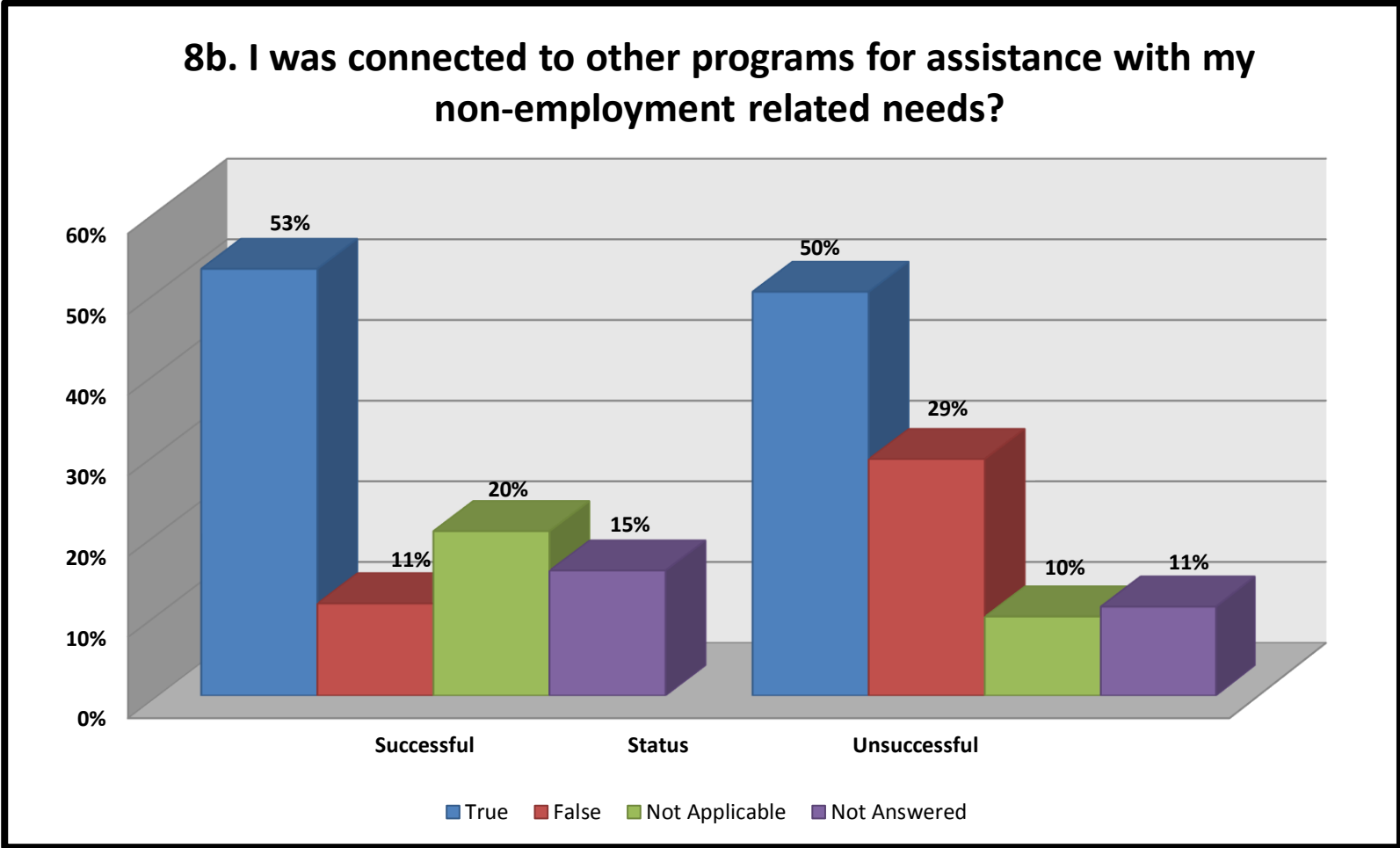
8b. I was connected to other programs for assistance with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	65	53%	41	50%	106	52%	47%	33%	43%
False	14	11%	24	29%	38	19%	15%	36%	21%
Not Applicable	25	20%	8	10%	33	16%	27%	17%	24%
Not Answered	19	15%	9	11%	28	14%	11%	14%	12%
Total	123	100%	82	100%	205	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 6.

4%, 14 of 123 of 330 were NOT referred to other programs for assistance with my non-employment related needs

17%, 24 of 82 of 142 were NOT referred to other programs for assistance with my non-employment related needs



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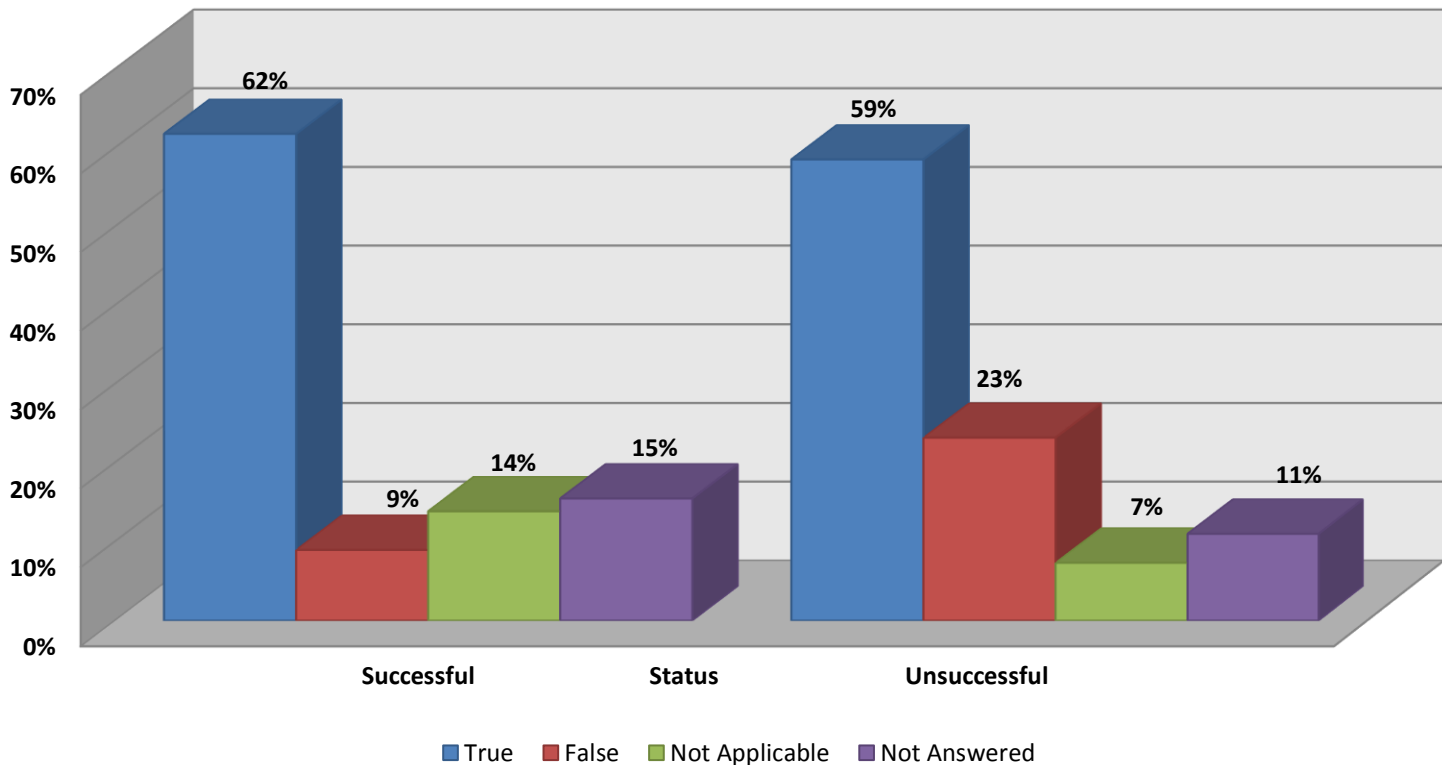
8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	76	62%	48	59%	124	60%	54%	38%	49%
False	11	9%	19	23%	30	15%	6%	19%	10%
Not Applicable	17	14%	6	7%	23	11%	29%	28%	28%
Not Answered	19	15%	9	11%	28	14%	11%	16%	12%
Total	123	100%	82	100%	205	100%	100%	100%	100%

This question seems to show with overwhelming numbers that people received the assistance for which they were referred.

3%, 11 of 123 of 330 did NOT receive the assistance for which I was referred  
13%, 19 of 82 of 142 did NOT receive the assistance for which I was referred

8c. I have received the assistance I needed from the other agencies?

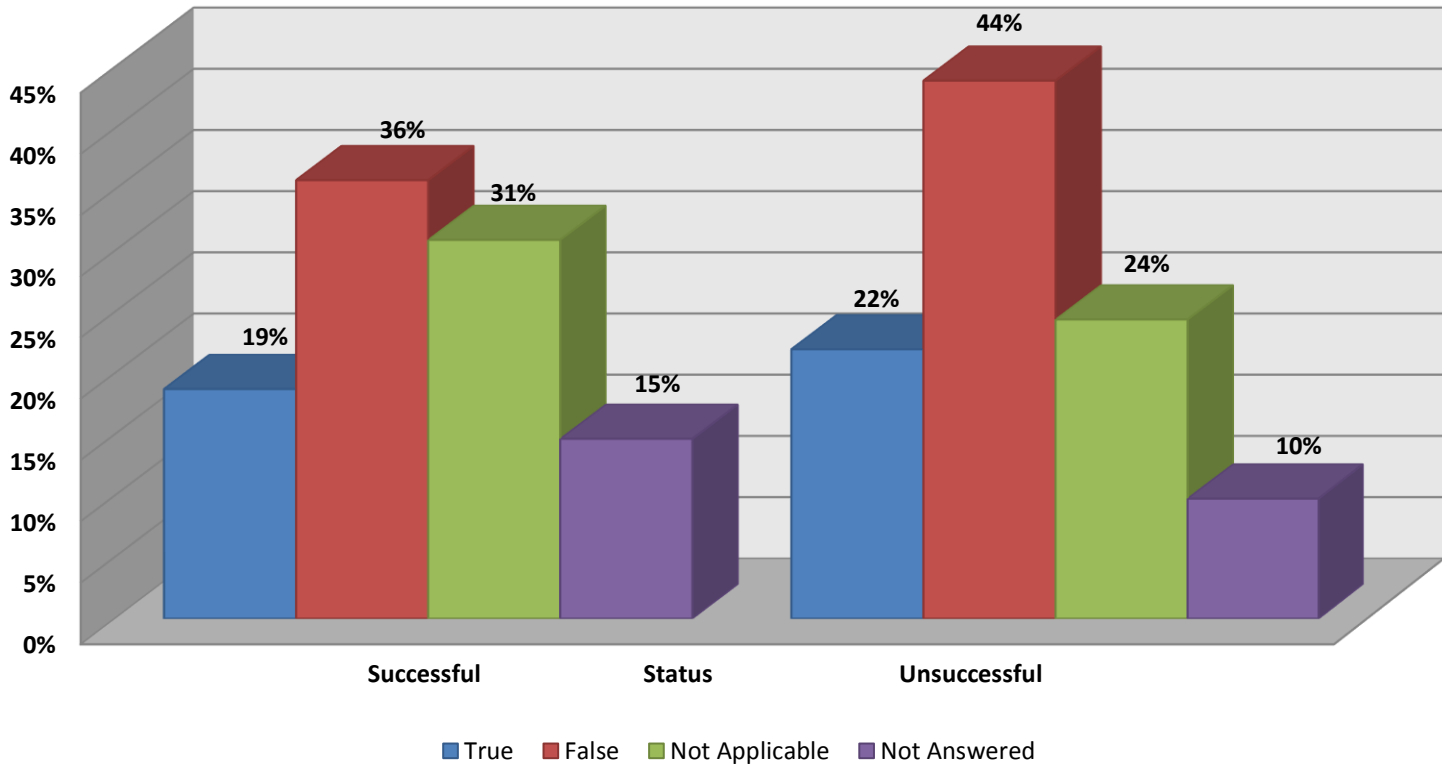


8d. I am currently on a waiting list for services from the other agencies?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	23	19%	18	22%	41	20%	13%	24%	16%
False	44	36%	36	44%	80	39%	34%	24%	31%
Not Applicable	38	31%	20	24%	58	28%	41%	38%	40%
Not Answered	18	15%	8	10%	26	13%	12%	14%	12%
Total	123	100%	82	100%	205	100%	100%	100%	100%

7%, 23 of 123 of 330 currently waiting for assistance from the program to which they were referred  
13%, 18 of 82 of 142 currently waiting for assistance from the program to which they were referred  
13%, 44 of 123 of 330 NOT currently waiting for assistance from the program to which they were referred  
25%, 36 of 82 of 142 NOT currently waiting for assistance from the program to which they were referred

8d. I am currently on a waiting list for services from the other agencies?





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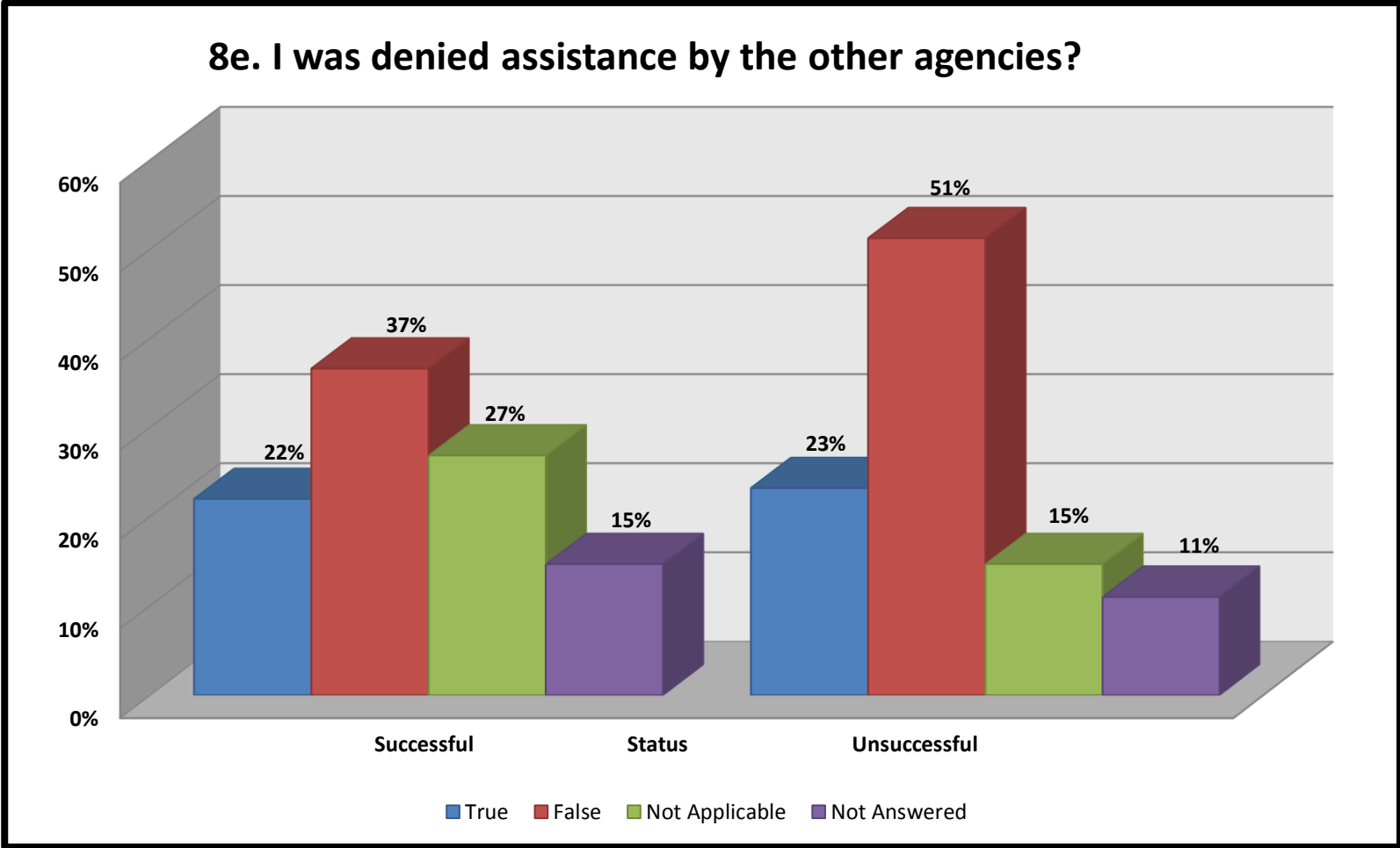
8e. I was denied assistance by the other agencies?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	27	22%	19	23%	46	22%	10%	24%	14%
False	45	37%	42	51%	87	42%	45%	28%	40%
Not Applicable	33	27%	12	15%	45	22%	34%	34%	34%
Not Answered	18	15%	9	11%	27	13%	12%	14%	12%
Total	123	100%	82	100%	205	100%	100%	100%	100%

3%, 27 of 123 of 330 denied the assistance for which they were referred

13%, 19 of 82 of 142 denied the assistance for which they were referred

14%, 45 of 123 of 330 NOT denied the assistance for which they were referred (granted the assistance)

30%, 42 of 82 of 142 NOT denied the assistance for which they were referred (granted the assistance)



9. I needed services that IVRS could not provide before I was ready for employment?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	39	12%	39	27%	78	17%	12%	24%	15%
Mostly True	22	7%	20	14%	42	9%	9%	17%	11%
Mostly Untrue	32	10%	22	15%	54	11%	13%	7%	11%
Untrue	207	63%	46	32%	253	54%	59%	40%	55%
Not Answered	30	9%	15	11%	45	10%	6%	12%	8%
Total	330	100%	142	100%	472	100%	100%	100%	100%

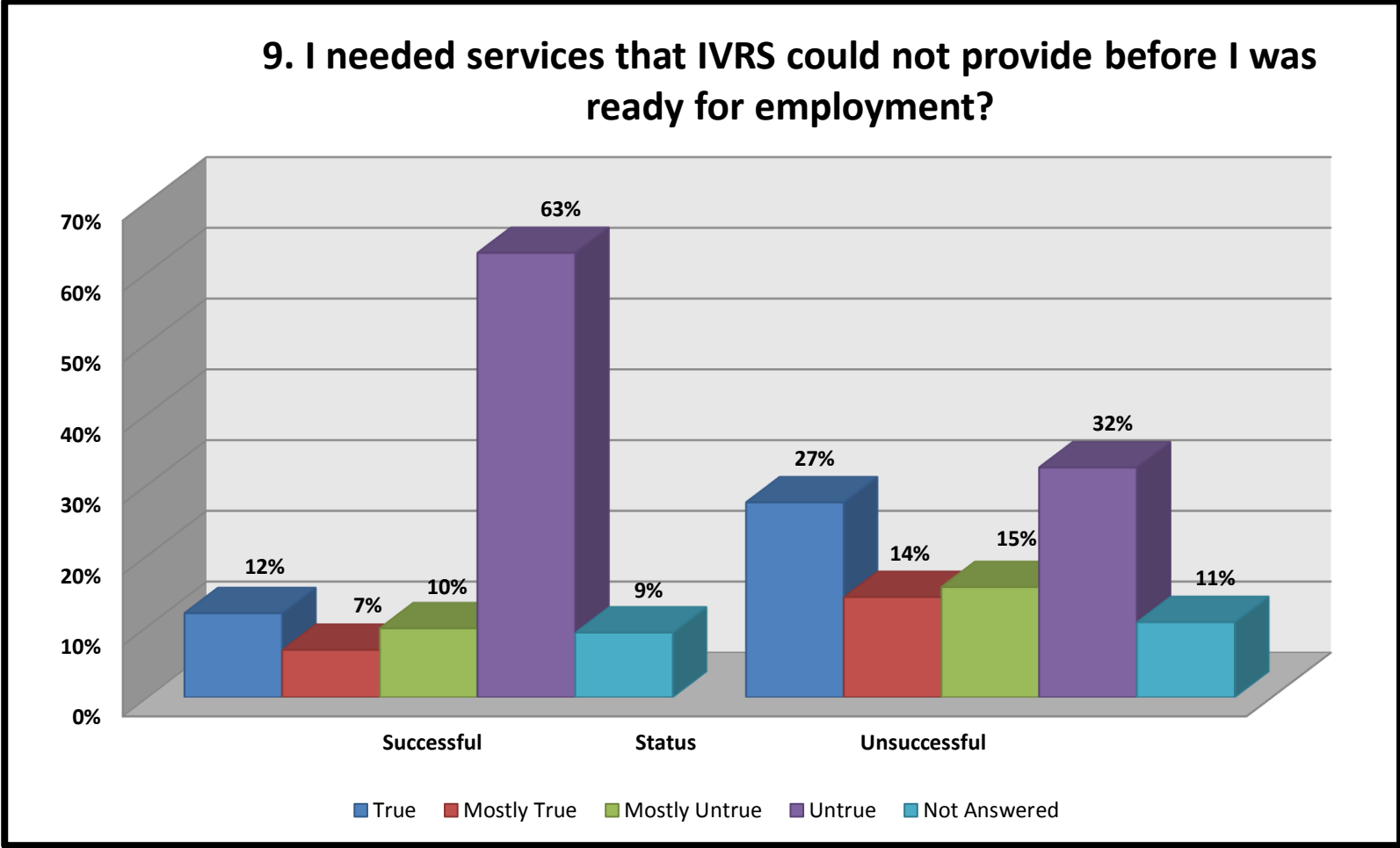
Many consumers, whether successfully placed or not, needed other services before they could become employed

18%, 61 of 330 needed other services before they could become employed

41%, 59 of 142 needed other services before they could become employed

73%, 239 of 330 did NOTneed other services before they could become employed

47%, 68 of 142 did NOT need other services before they could become employed



2016 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	248	75%	76	54%	324	69%	74%	42%	66%
Mostly True	39	12%	26	18%	65	14%	15%	30%	19%
Mostly Untrue	11	3%	13	9%	24	5%	3%	5%	4%
Untrue	12	4%	17	12%	29	6%	3%	17%	6%
Not Answered	20	6%	10	7%	30	6%	4%	6%	5%
Total	330	100%	142	100%	472	100%	100%	100%	100%

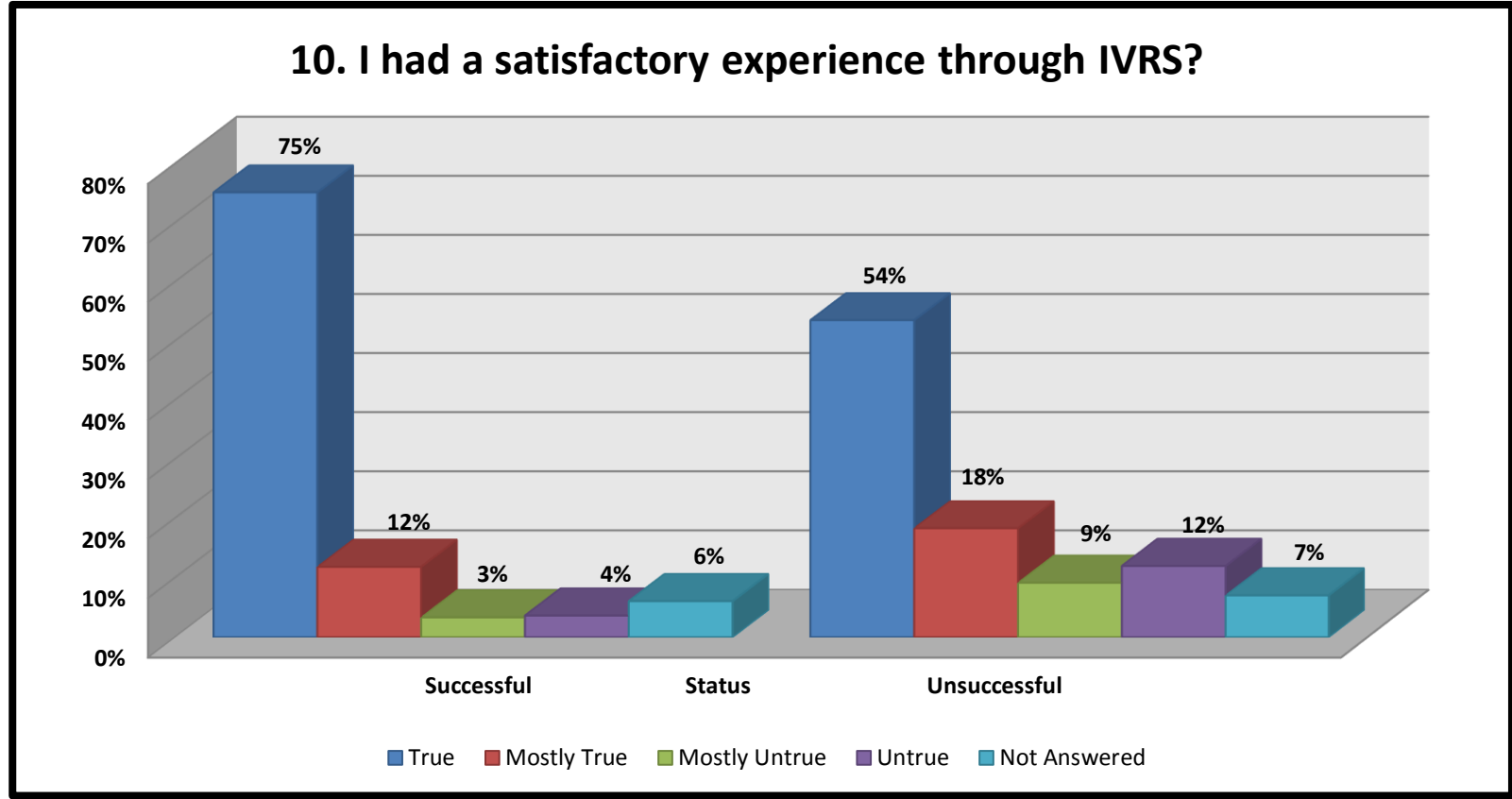
Nearly 1 in 5 of those consumers not placed with a job were not satisfied with their VR process.

87%, 287 of 330 had satisfactory experiences throughout the vocational rehabilitation process

72%, 102 of 142 had satisfactory experiences throughout the vocational rehabilitation process

7%, 23 of 330 did NOT have satisfactory experiences throughout the vocational rehabilitation process

21% 30 of 142 did NOT have satisfactory experiences throughout the vocational rehabilitation process



11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	234	71%	87	61%	321	68%	76%	55%	71%
Mostly True	63	19%	25	18%	88	19%	15%	25%	18%
Mostly Untrue	5	2%	10	7%	15	3%	2%	4%	2%
Untrue	7	2%	11	8%	18	4%	4%	9%	5%
Not Answered	21	6%	9	6%	30	6%	3%	7%	4%
Total	330	100%	142	100%	472	100%	100%	100%	100%

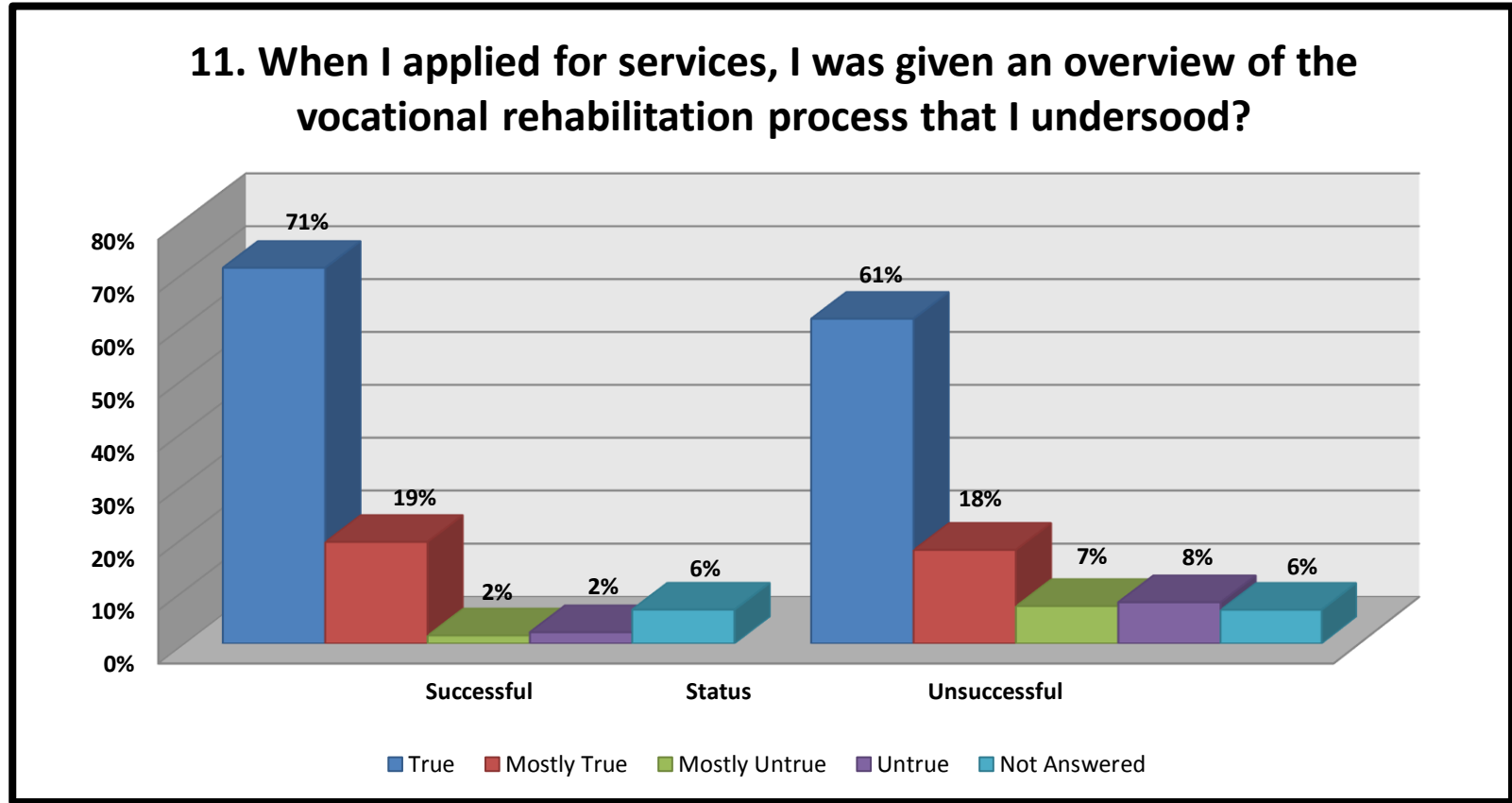
Not really an issue

90%, 297 of 330 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

79%, 112 of 142 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

4%, 12 of 330 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

15%, 21 of 142 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services



2016 Consumer Satisfaction Survey

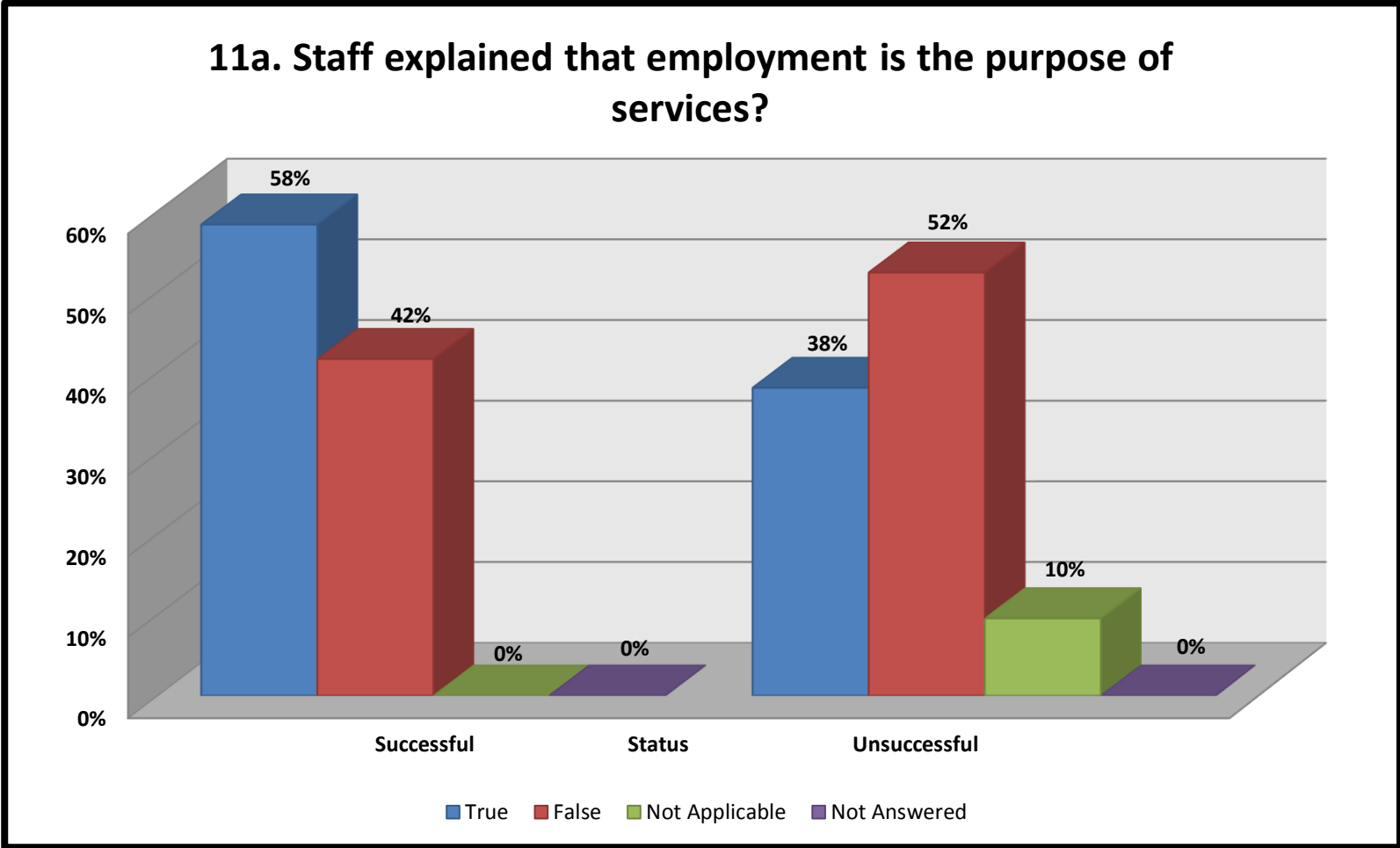
11a. Staff explained that employment is the purpose of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	58%	8	38%	15	45%	58%	29%	45%
False	5	42%	11	52%	16	48%	26%	57%	39%
Not Applicable	0	0%	2	10%	2	6%	5%	14%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

2%, 5 of 12 of 330 staff did NOT explain that employment is the purpose of services

8%, 11 of 21 of 142 staff did NOT explain that employment is the purpose of services



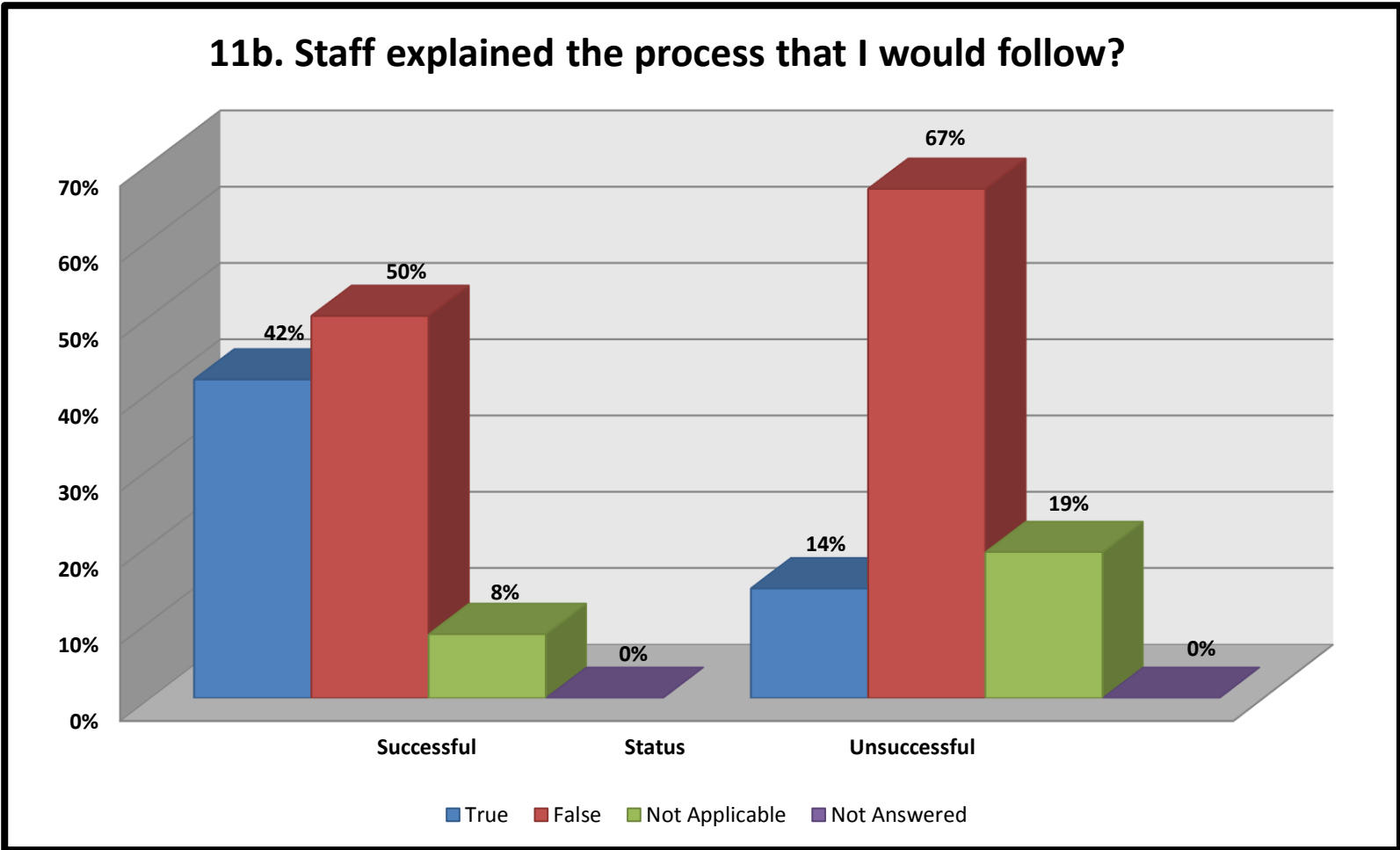
11b. Staff explained the process that I would follow?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	42%	3	14%	8	24%	32%	7%	21%
False	6	50%	14	67%	20	61%	47%	86%	64%
Not Applicable	1	8%	4	19%	5	15%	11%	7%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

2%, 6 of 12 of 330 staff did NOT explain the process that would follow

10%, 14 of 21 of 142 staff did NOT explain the process that would follow



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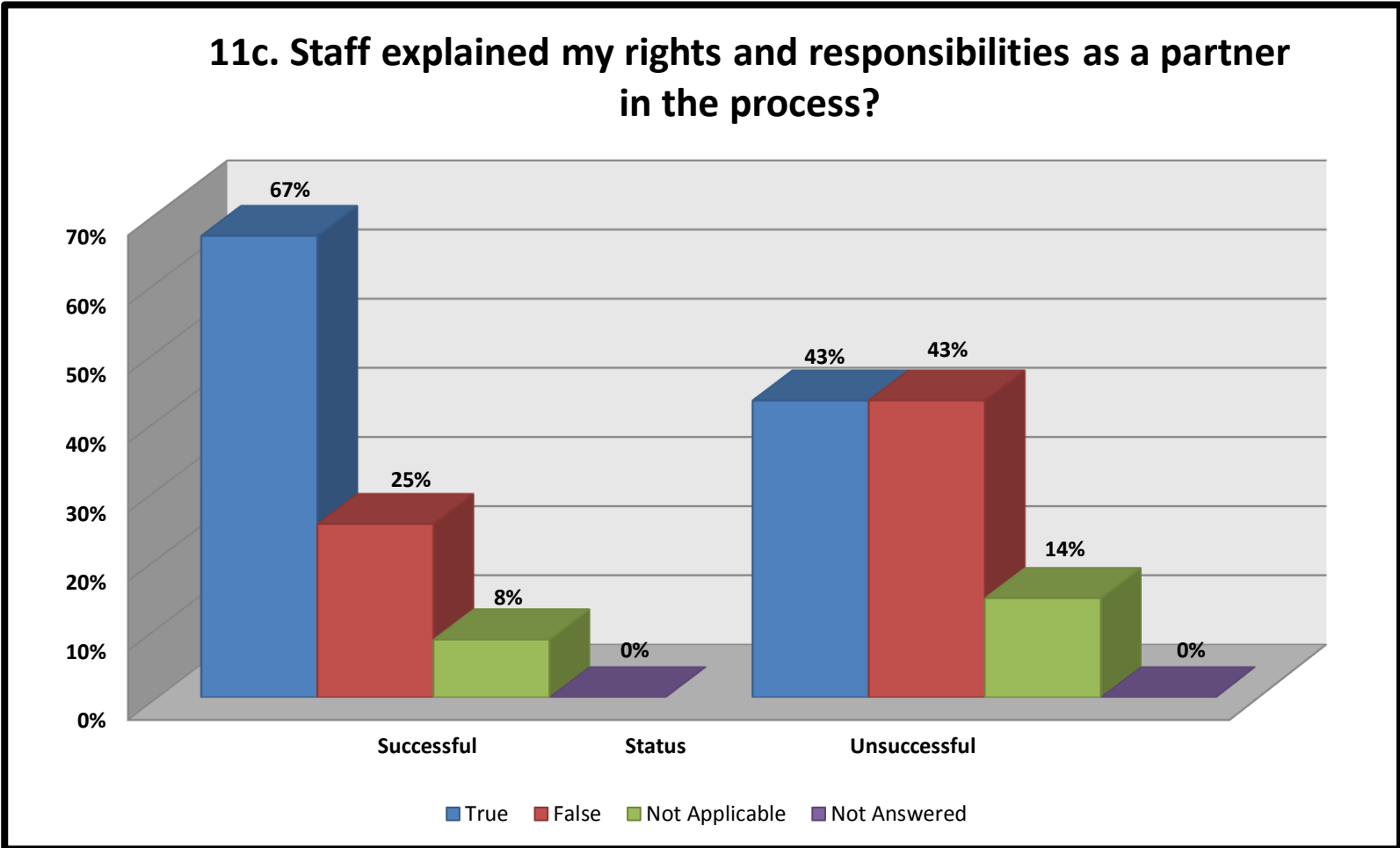
11c. Staff explained my rights and responsibilities as a partner in the process?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	8	67%	9	43%	17	52%	42%	7%	27%
False	3	25%	9	43%	12	36%	42%	79%	58%
Not Applicable	1	8%	3	14%	4	12%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	7%	9%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

1%, 3 of 12 of 330 staff did NOT explain their rights and responsibilities as a partner in the process

6%, 9 of 21 of 142 staff did NOT explain their rights and responsibilities as a partner in the process



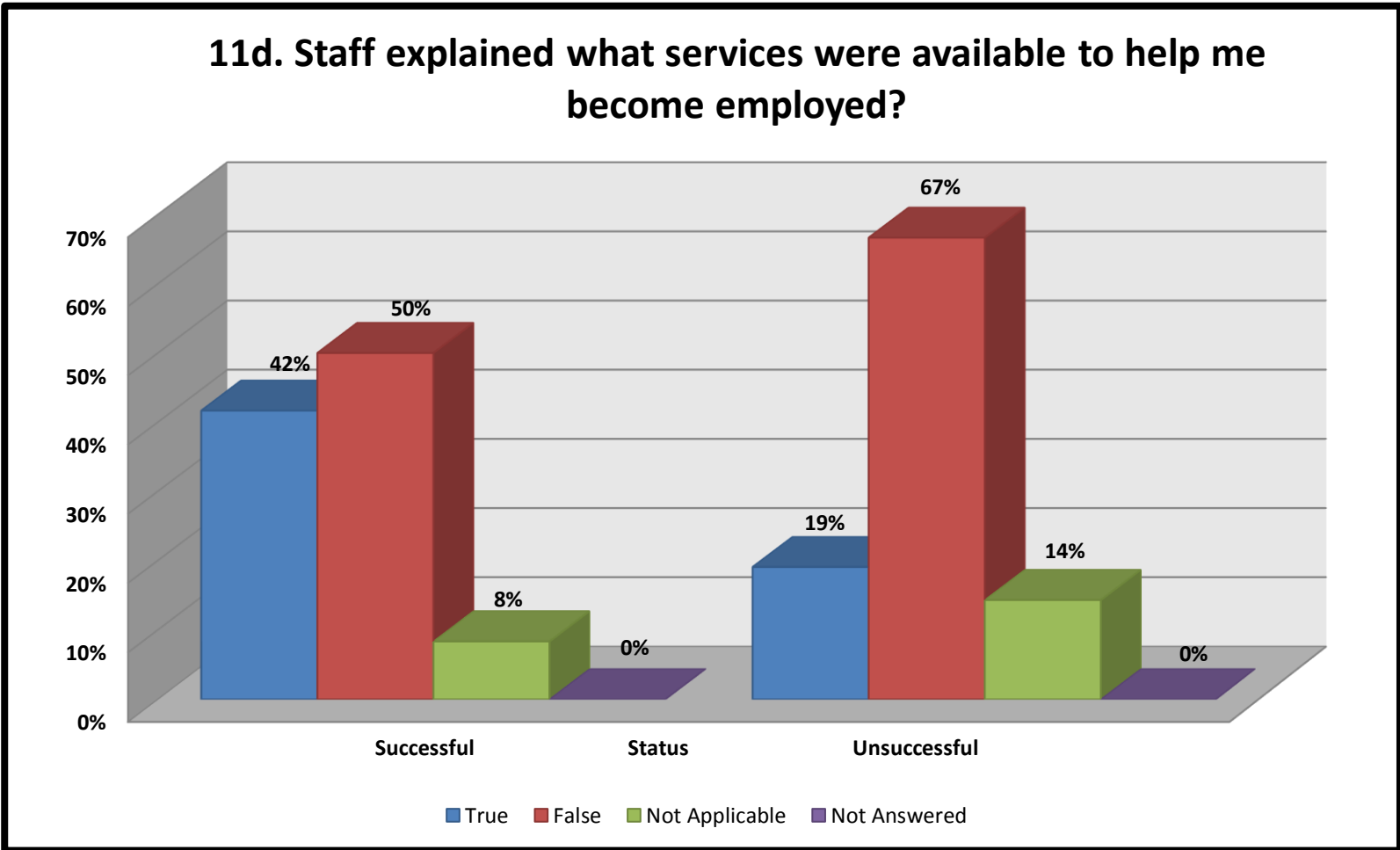
11d. Staff explained what services were available to help me become employed?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	42%	4	19%	9	27%	37%	7%	24%
False	6	50%	14	67%	20	61%	47%	86%	64%
Not Applicable	1	8%	3	14%	4	12%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	12	100%	21	100%	33	100%	100%	100%	100%

Not really an issue

2%, 6 of 12 of 330 staff did NOT explain what services were available to help them become employed

10%, 14 of 21 of 142 staff did NOT explain what services were available to help them become employed



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12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	254	77%	87	61%	341	72%	78%	54%	72%
Mostly True	42	13%	22	15%	64	14%	15%	23%	17%
Mostly Untrue	8	2%	10	7%	18	4%	1%	7%	3%
Untrue	6	2%	12	8%	18	4%	2%	8%	4%
Not Answered	20	6%	11	8%	31	7%	4%	7%	4%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

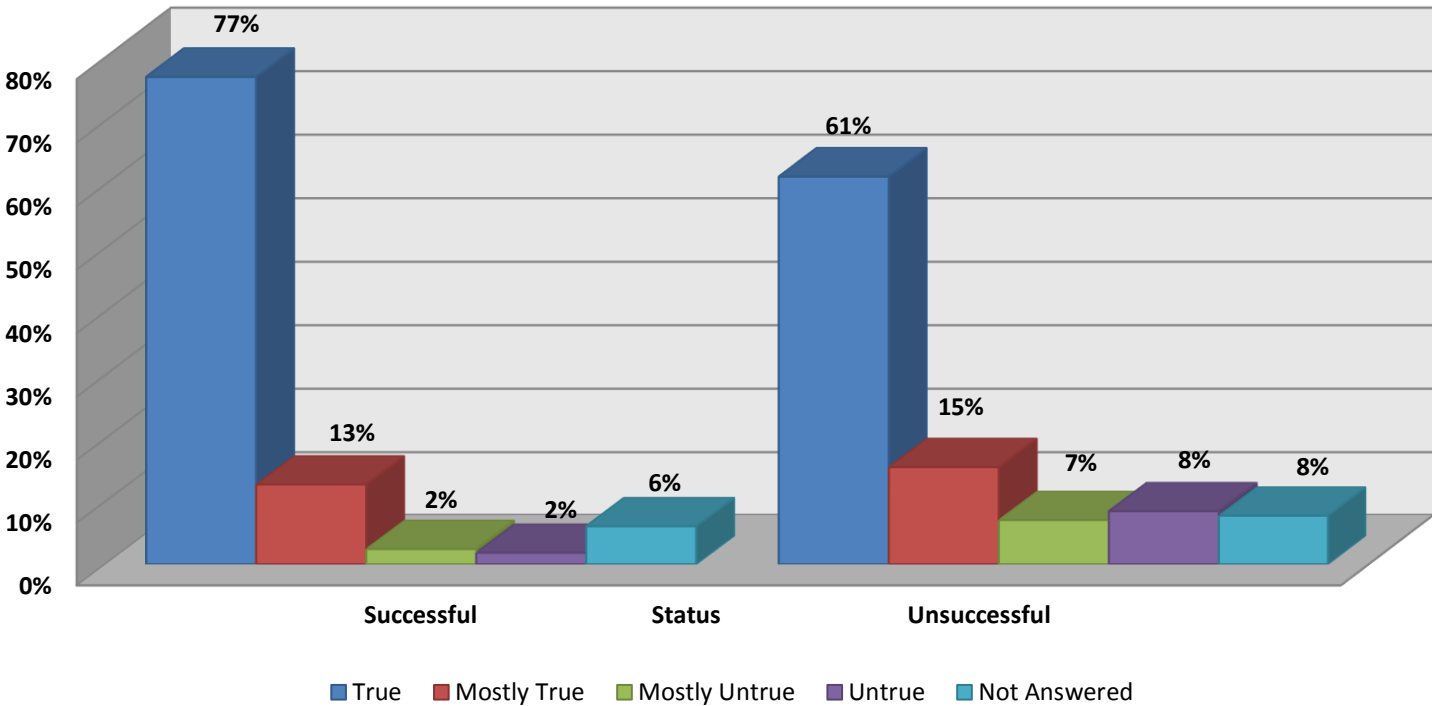
90%, 296 of 330 had their eligibility determination process go smoothly

76%, 109 of 142 had their eligibility determination process go smoothly

4%, 14 of 330 did NOT have their eligibility determination process go smoothly

15%, 22 of 142 did NOT have their eligibility determination process go smoothly

12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one)



12a. Staff explained why I needed to be found eligible before receiving services?

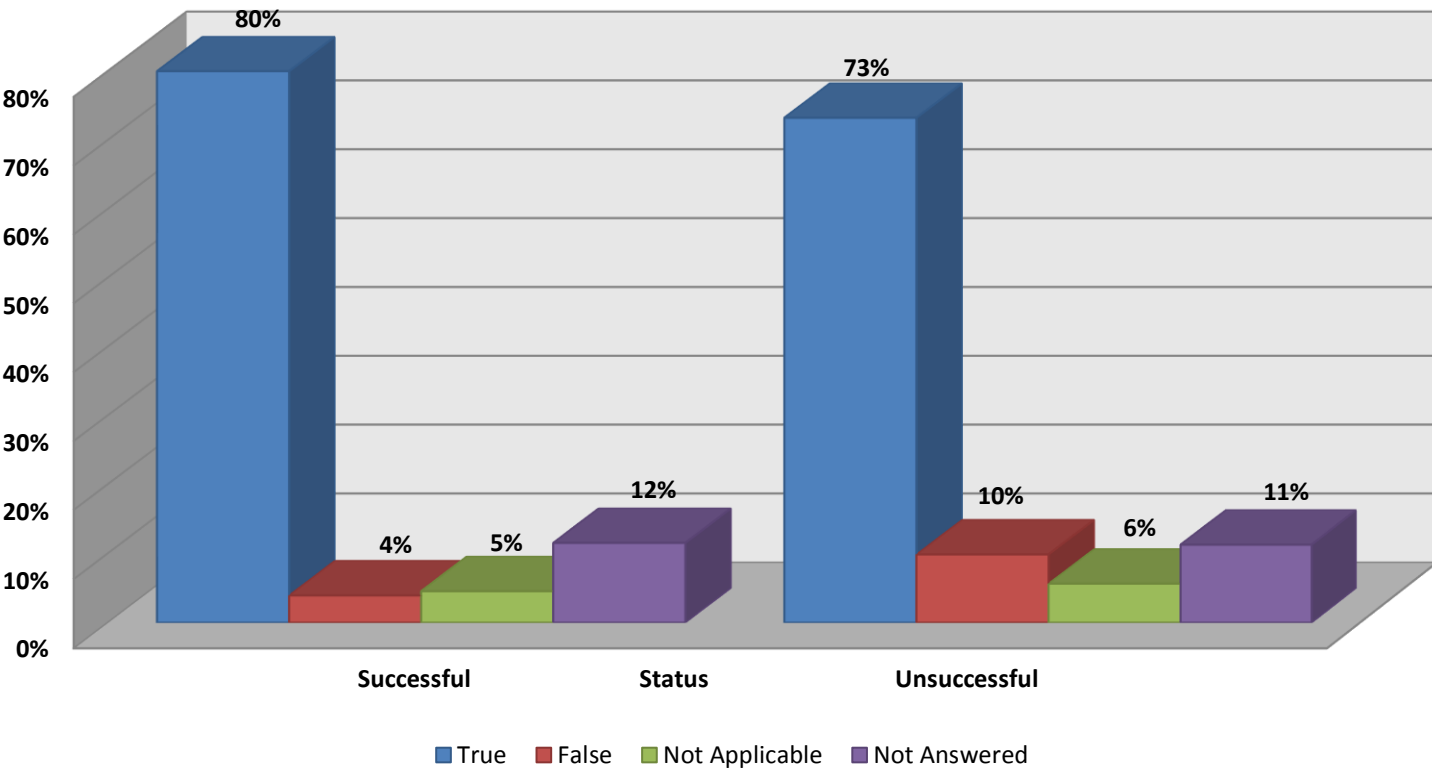
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	264	80%	104	73%	368	78%	36%	29%	32%
False	13	4%	14	10%	27	6%	9%	47%	32%
Not Applicable	15	5%	8	6%	23	5%	27%	24%	25%
Not Answered	38	12%	16	11%	54	11%	27%	0%	11%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Not really an issue

4%, 13 of 330 did NOT have staff explain why eligibility was needed

10%, 14 of 142 did NOT have staff explain why eligibilty was needed

12a. Staff explained why I needed to be found eligible before receiving services?





2016 Consumer Satisfaction Survey

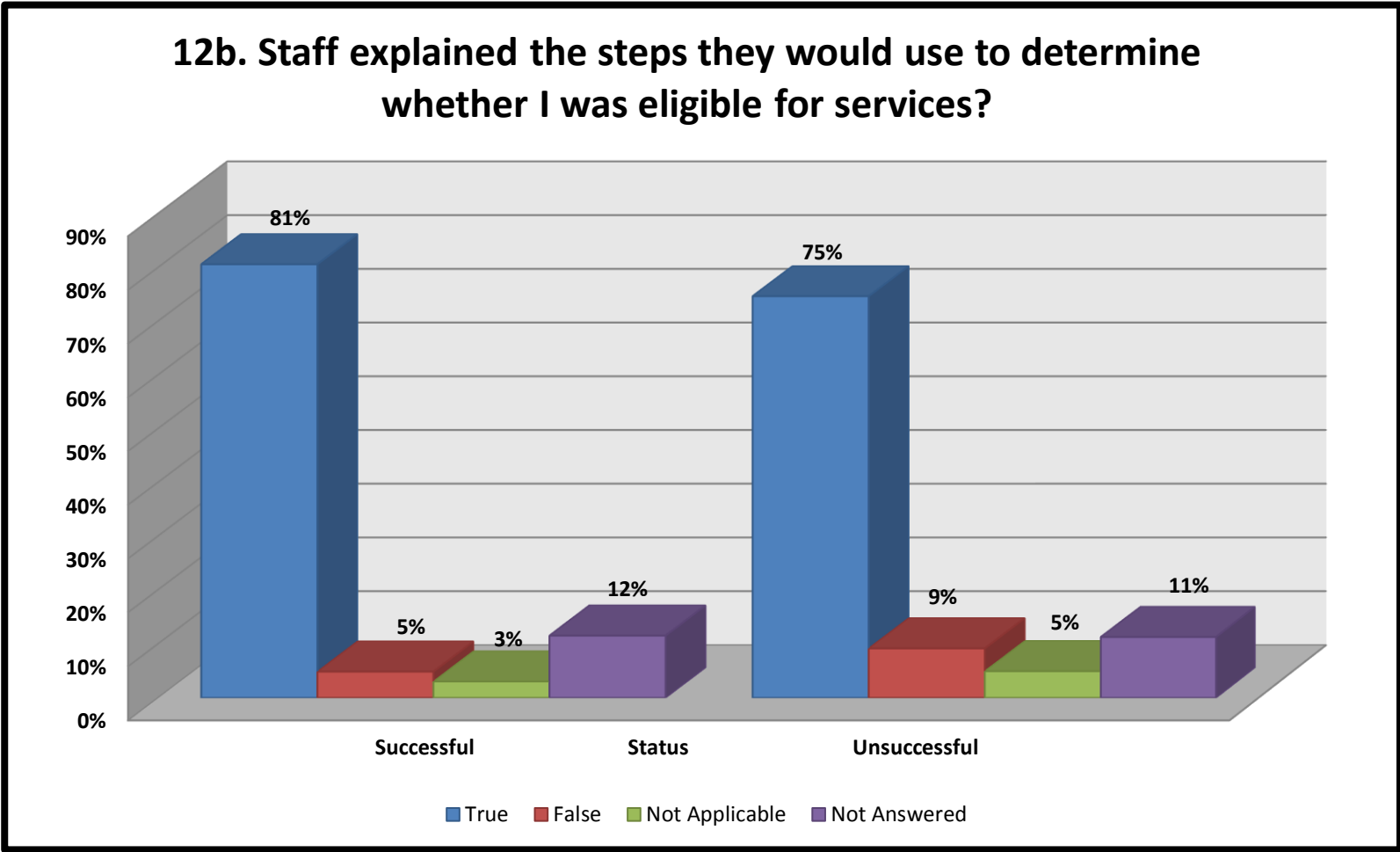
12b. Staff explained the steps they would use to determine whether I was eligible for services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	266	81%	106	75%	372	79%	27%	24%	25%
False	16	5%	13	9%	29	6%	27%	65%	50%
Not Applicable	10	3%	7	5%	17	4%	18%	12%	14%
Not Answered	38	12%	16	11%	54	11%	27%	0%	11%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Not really an issue

5%, 16 of 330 did NOT have staff explain steps to determine eligibility

10%, 13 of 142 did NOT have staff explain steps to determine eligibility



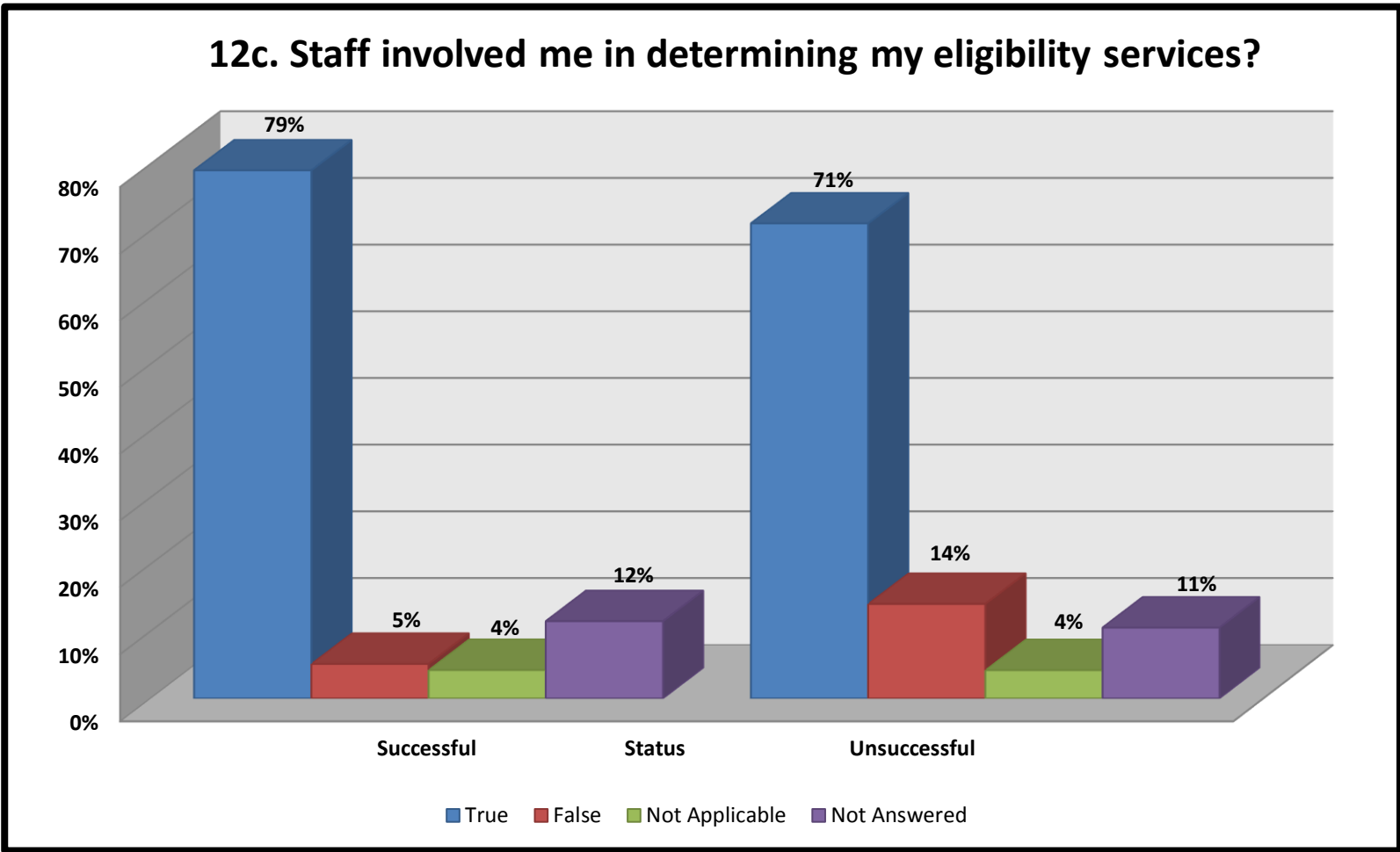
12c. Staff involved me in determining my eligibility services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	261	79%	101	71%	362	77%	18%	24%	21%
False	17	5%	20	14%	37	8%	27%	53%	43%
Not Applicable	14	4%	6	4%	20	4%	27%	24%	25%
Not Answered	38	12%	15	11%	53	11%	27%	0%	11%
Total	330	100%	142	100%	472	100%	100%	100%	100%

Not really an issue

5%, 17 of 330 staff did NOT inform them of their need to be involved in the eligibility determination process

14%, 20 of 142 staff did NOT inform them of their need to be involved in the eligibility determination process



2016 Consumer Satisfaction Survey

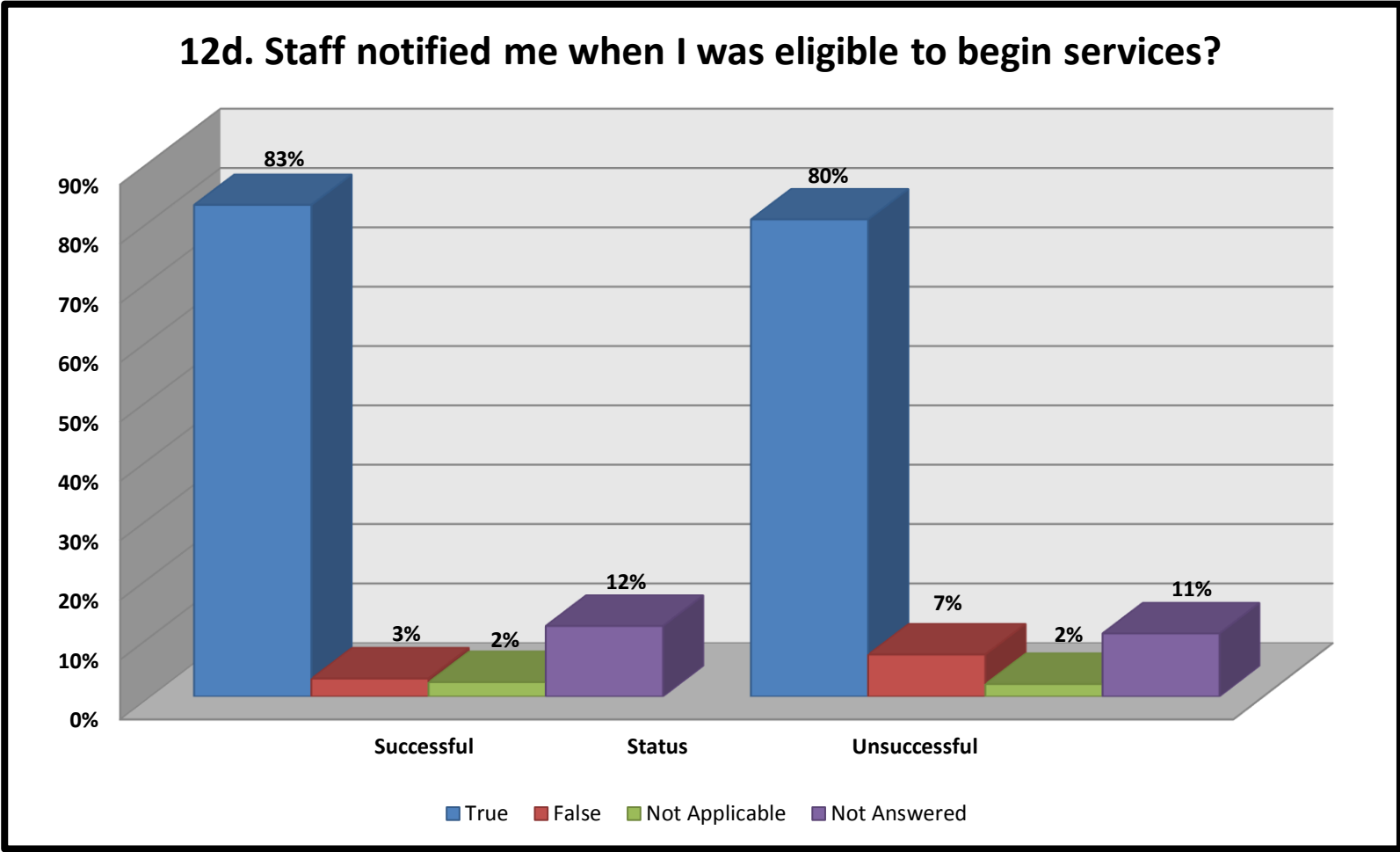
12d. Staff notified me when I was eligible to begin services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	273	83%	114	80%	0	0%	55%	41%	32%
False	10	3%	10	7%	2	100%	0%	41%	32%
Not Applicable	8	2%	3	2%	0	0%	18%	18%	23%
Not Answered	39	12%	15	11%	0	0%	27%	0%	14%
Total	330	100%	142	100%	2	100%	100%	100%	100%

Not really an issue

3%, 10 of 330 staff did NOT notify them of when they were eligible to begin services

7%, 10 of 142 staff did NOT notify them of when they were eligible to begin services



13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	225	68%	59	42%	284	60%	71%	37%	63%
Mostly True	51	15%	20	14%	71	15%	17%	23%	18%
Mostly Untrue	10	3%	13	9%	23	5%	3%	10%	5%
Untrue	25	8%	39	27%	64	14%	4%	20%	8%
Not Answered	19	6%	11	8%	30	6%	5%	10%	6%
Total	330	100%	142	100%	472	100%	100%	100%	100%

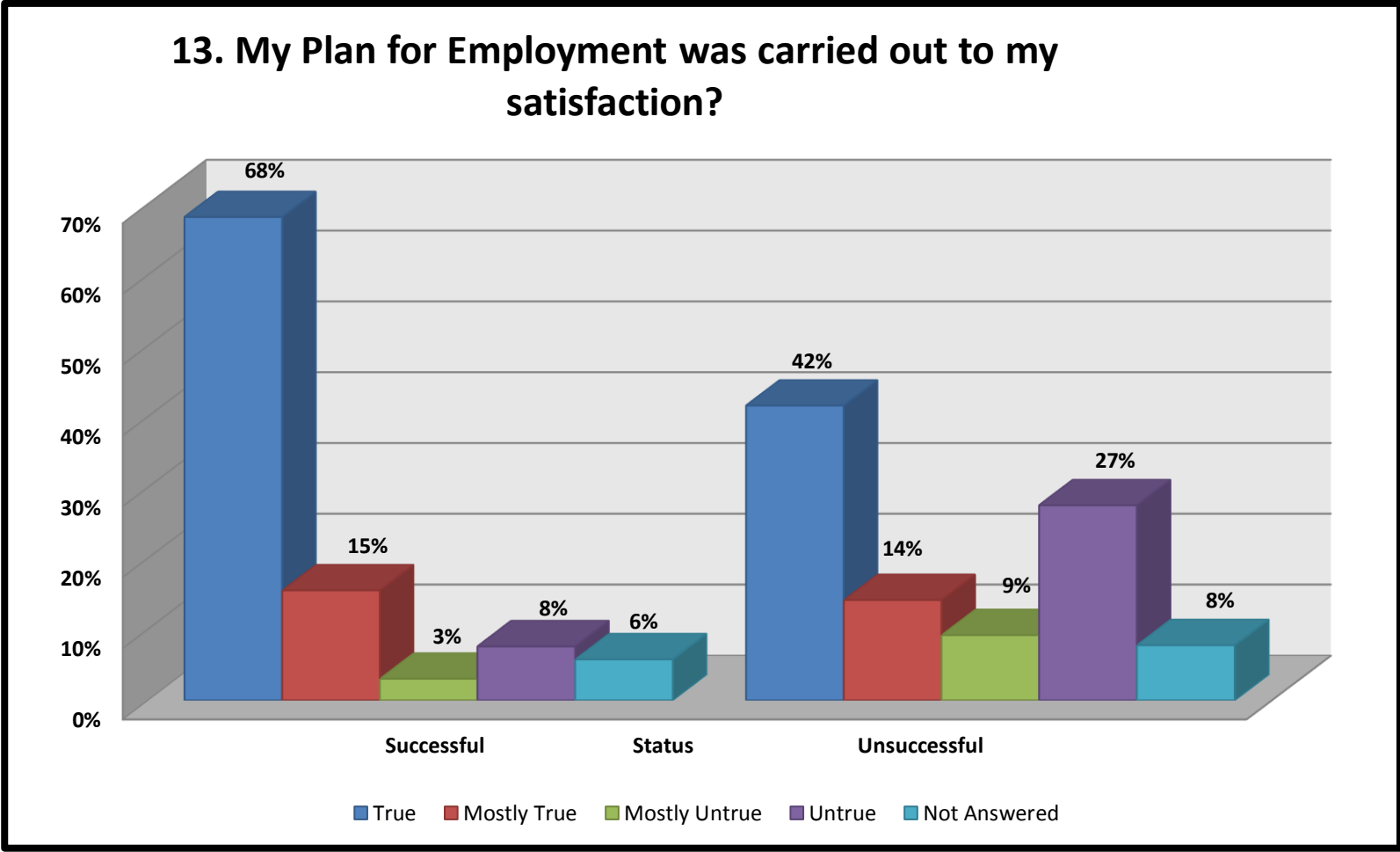
Noticeable difference in those placed vs not placed 36% to 11%

83%, 276 of 330 had their IPE carried out to their satisfaction

56%, 79 of 142 had their IPE carried out to their satisfaction

11%, 35 of 330 did NOT have their IPE carried out to their satisfaction

36%, 52 of 142 did NOT have their IPE carried out to their satisfaction



2016 Consumer Satisfaction Survey

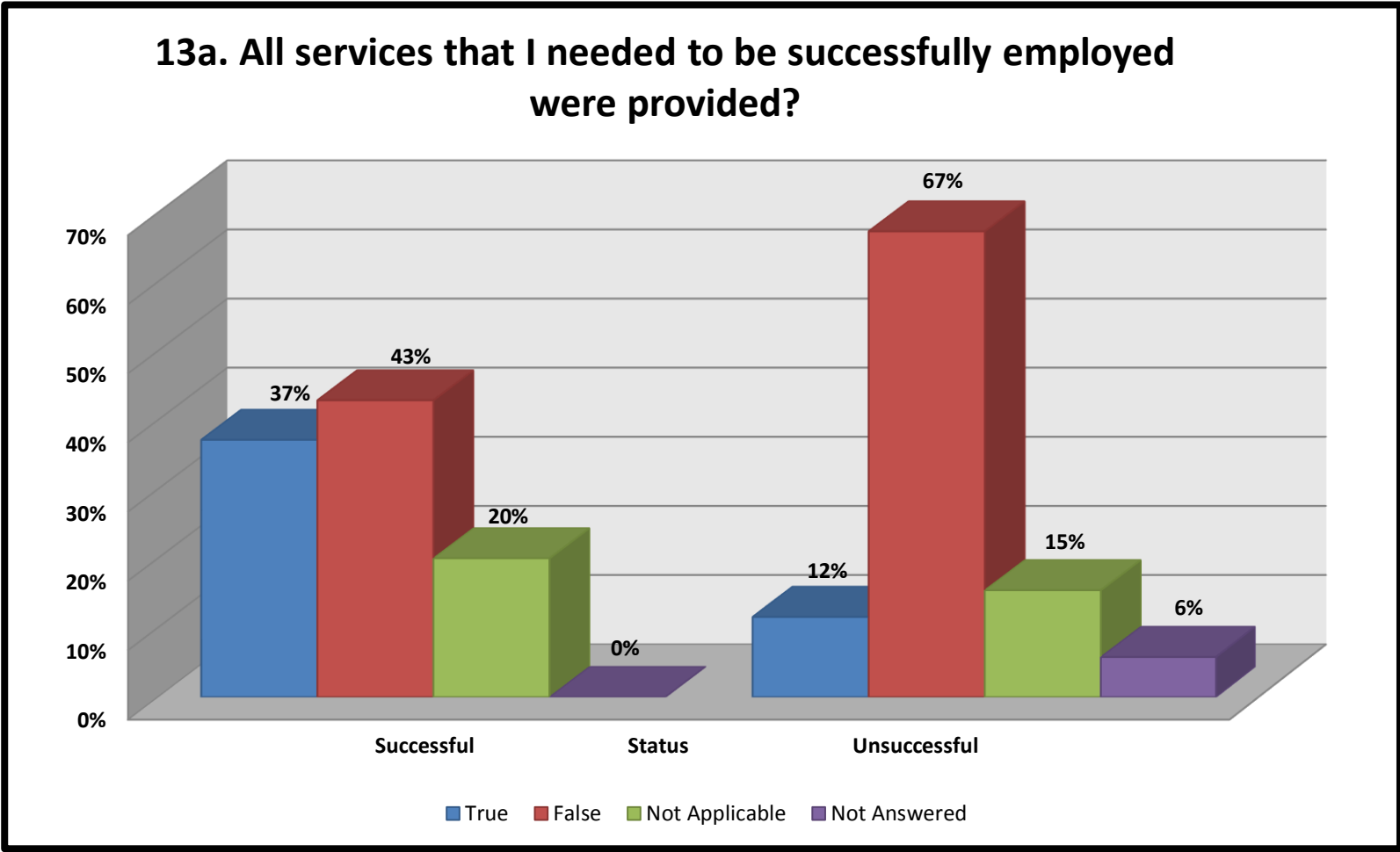
13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	13	37%	6	12%	19	22%	26%	27%	27%
False	15	43%	35	67%	50	57%	48%	58%	54%
Not Applicable	7	20%	8	15%	15	17%	13%	15%	14%
Not Answered	0	0%	3	6%	3	3%	13%	0%	5%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 4.

5%, 15 of 35 of 330 NOT all services on their plan were needed for them to achieve their employment goal

25%, 35 of 52 of 142 NOT all services on their plan were needed for them to achieve their employment goal



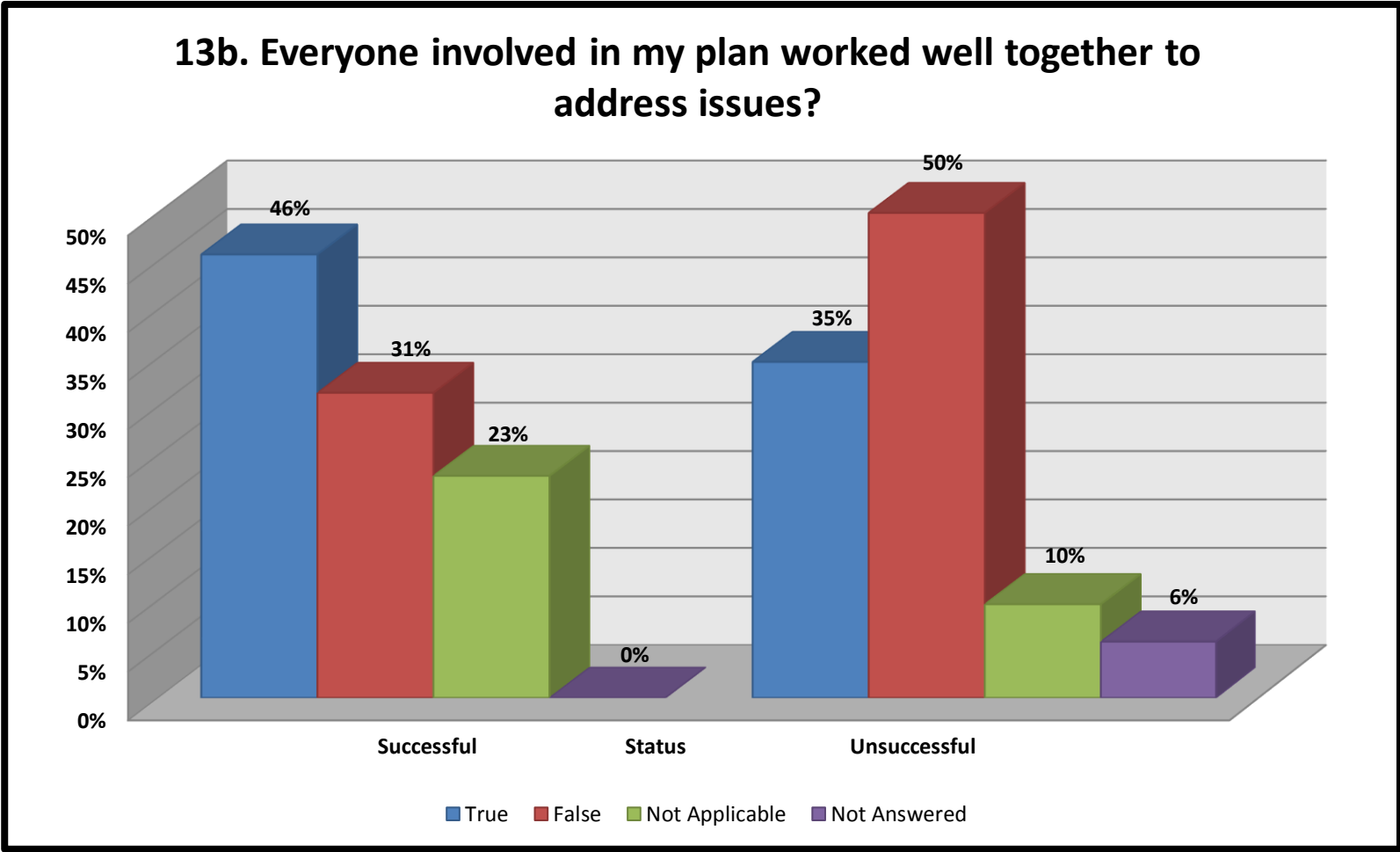
13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	16	46%	18	35%	34	39%	26%	18%	21%
False	11	31%	26	50%	37	43%	48%	61%	55%
Not Applicable	8	23%	5	10%	13	15%	13%	21%	18%
Not Answered	0	0%	3	6%	3	3%	13%	0%	5%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 11 of 35 of 330 NOT everyone involved in their plan worked well together to address issue

18%, 26 of 52 of 142 NOT everyone involved in their plan worked well together to address issue



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13c. Changes to my plan were considered and made when appropriate?

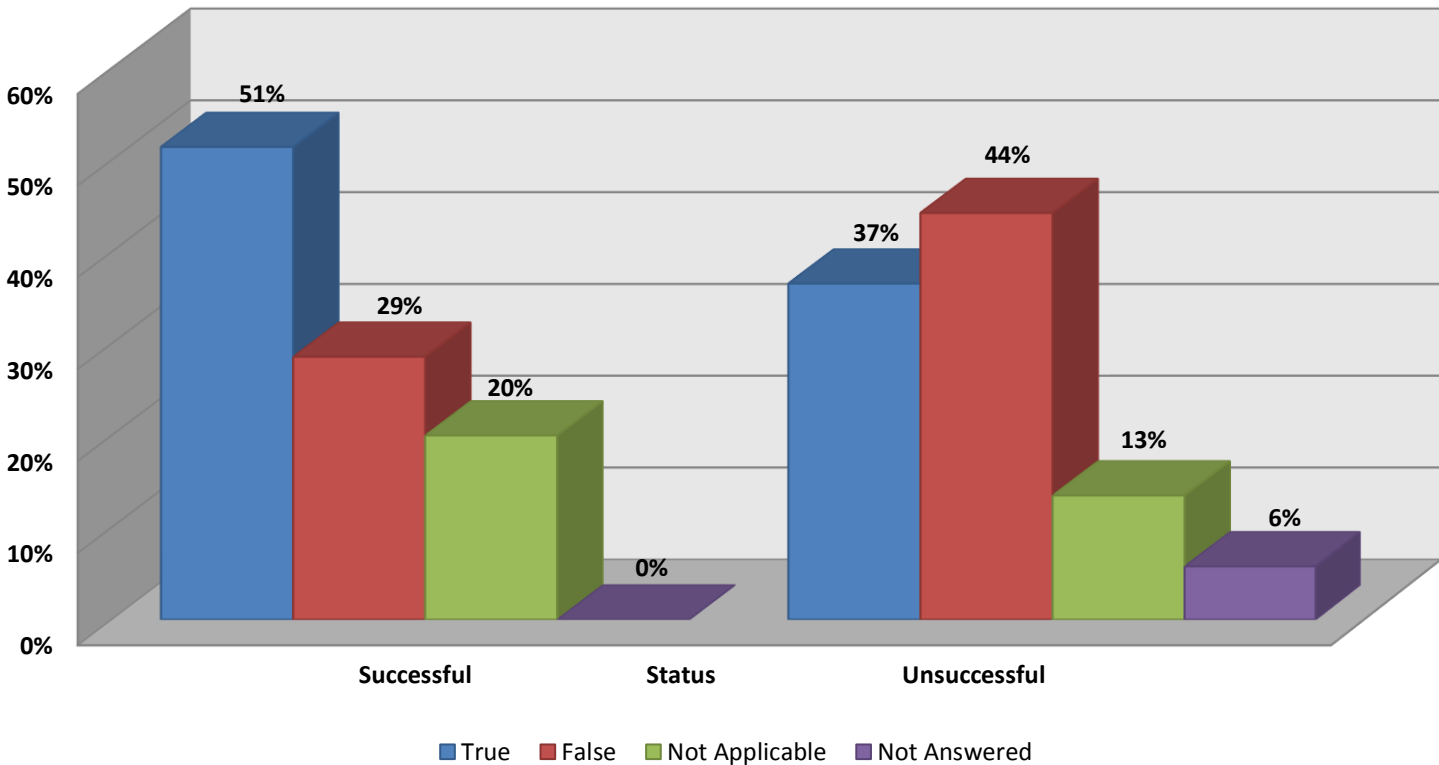
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	18	51%	19	37%	37	43%	39%	30%	34%
False	10	29%	23	44%	33	38%	39%	48%	45%
Not Applicable	7	20%	7	13%	14	16%	9%	18%	14%
Not Answered	0	0%	3	6%	3	3%	13%	3%	7%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 6.

3%, 10 of 35 of 330 changes to their plans were NOT considered or made when appropriate

16%, 23 of 52 of 142 changes to their plans were NOT considered or made when appropriate

13c. Changes to my plan were considered and made when appropriate?



13d. Services that were purchased on my behalf were what I expected?

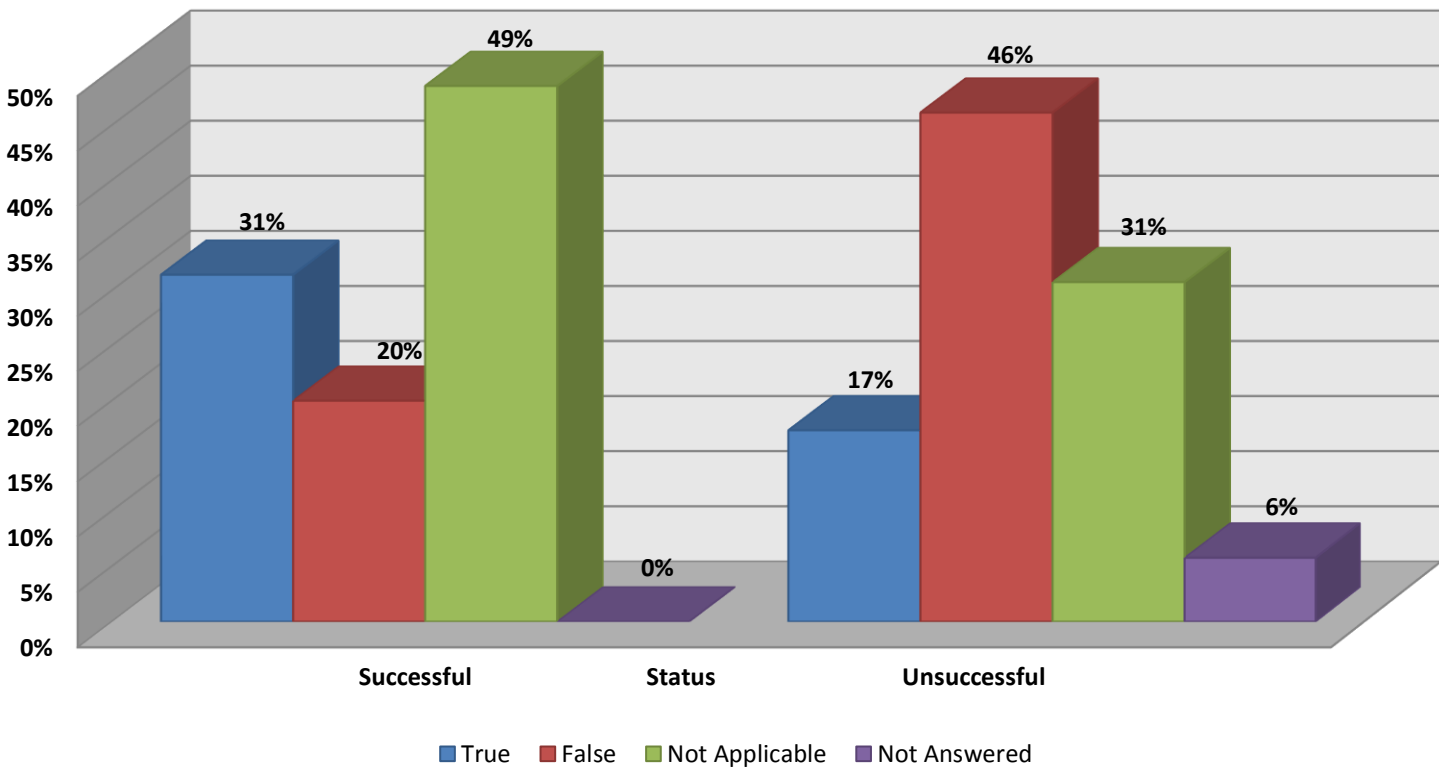
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	11	31%	9	17%	20	23%	13%	9%	11%
False	7	20%	24	46%	31	36%	52%	58%	55%
Not Applicable	17	49%	16	31%	33	38%	22%	30%	27%
Not Answered	0	0%	3	6%	3	3%	13%	3%	7%
Total	35	100%	52	100%	87	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 6.

2%, 7 of 35 of 330 vendors and community partners did NOT provide services consistent with their plan

17%, 24 of 52 of 142 vendors and community partners did NOT provide services consistent with their plan

13d. Services that were purchased on my behalf were what I expected?



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14. VR staff adequately accommodated my disability?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	250	76%	86	61%	336	71%	72%	43%	65%
Mostly True	33	10%	17	12%	50	11%	19%	23%	20%
Mostly Untrue	9	3%	11	8%	20	4%	2%	10%	4%
Untrue	9	3%	16	11%	25	5%	2%	15%	5%
Not Answered	29	9%	12	8%	41	9%	5%	9%	6%
Total	330	100%	142	100%	472	100%	100%	100%	100%

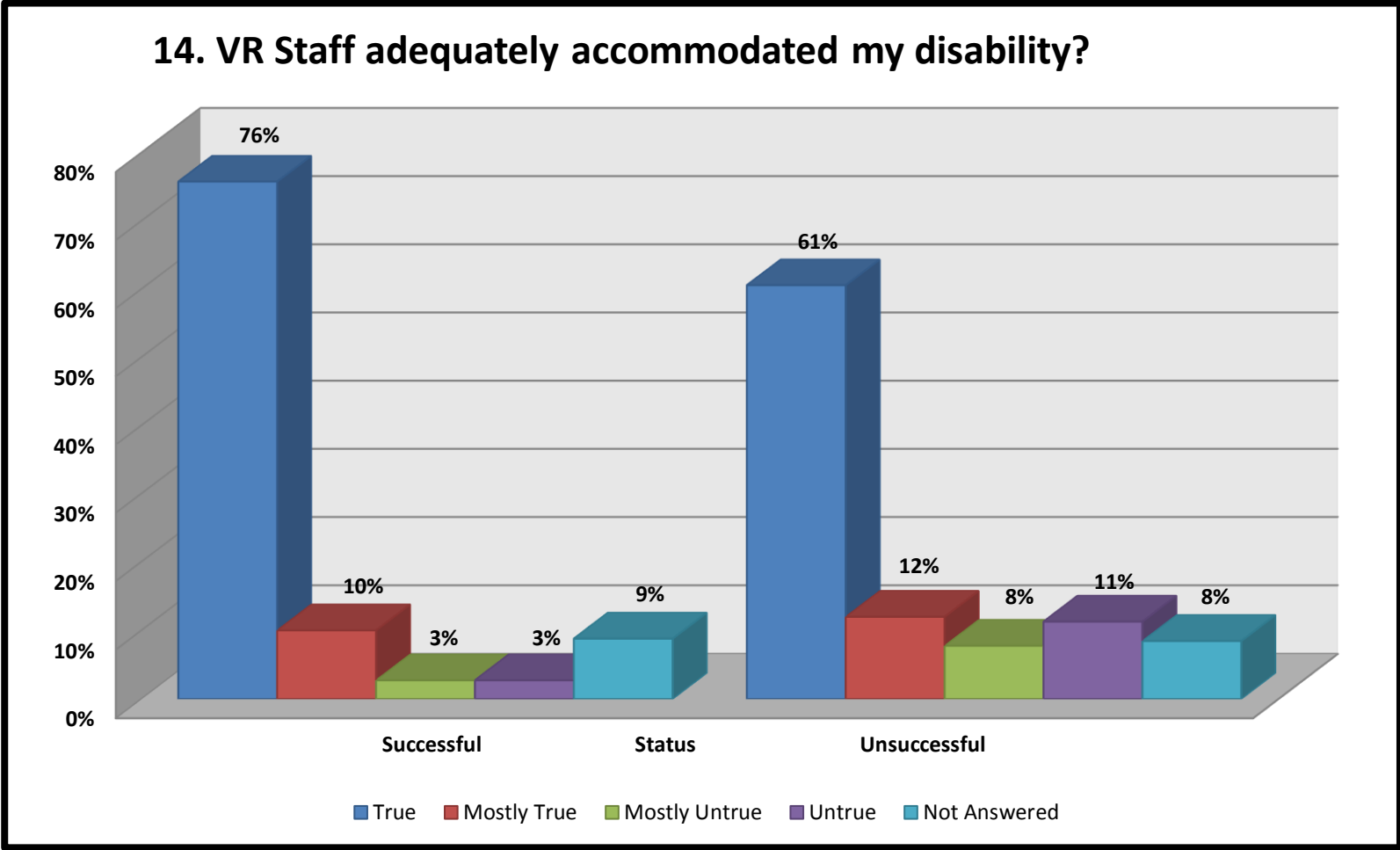
Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

86%, 283 of 330 their disabling condition was adequately accommodated

73%, 103 of 142 their disabling condition was adequately accommodated

6%, 18 of 330 their disabling condition was NOT adequately accommodated

19%, 27 of 142 their disabling condition was NOT adequately accommodated



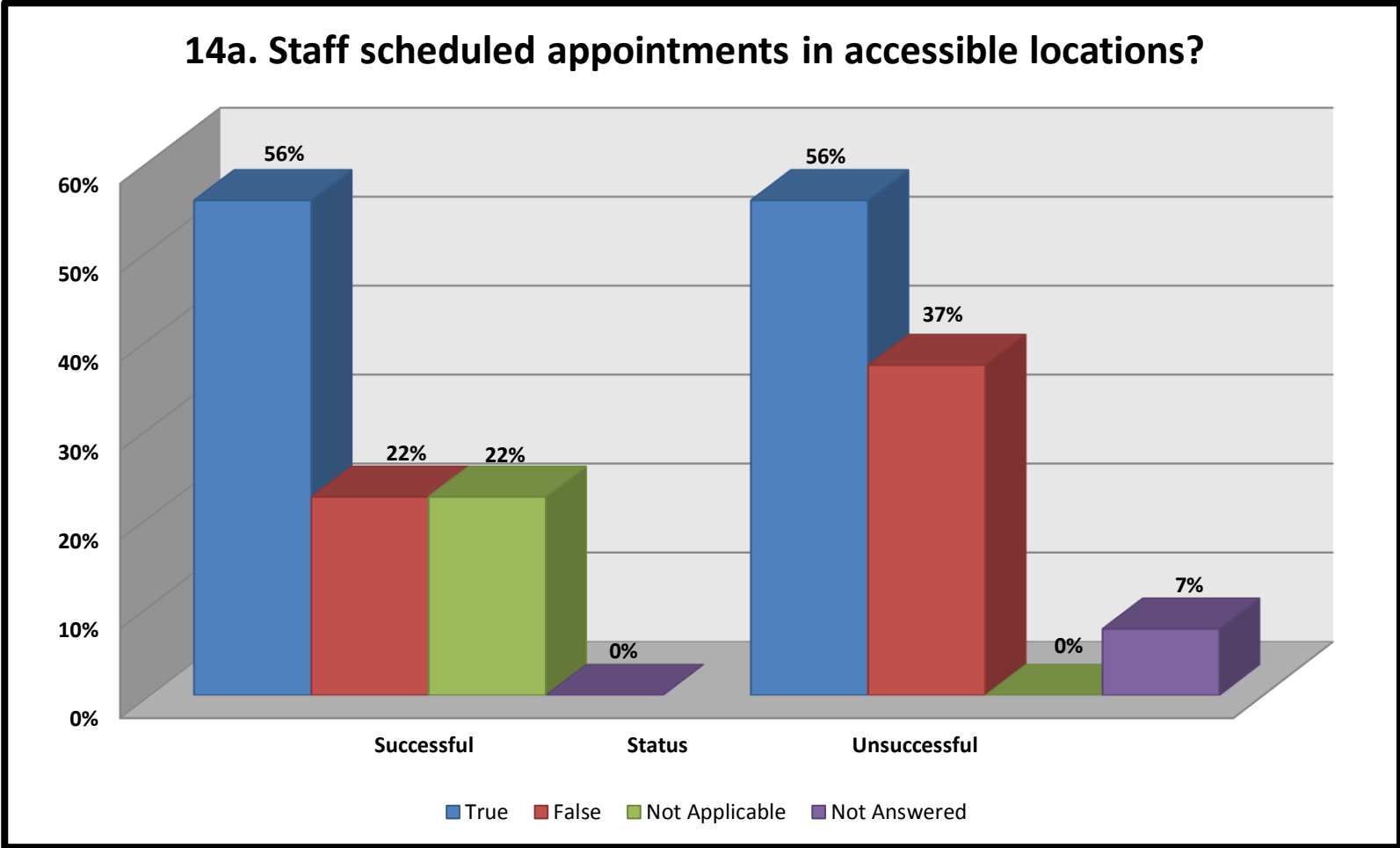
14a. Staff scheduled appointments in accessible locations?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	10	56%	15	56%	25	56%	60%	63%	62%
False	4	22%	10	37%	14	31%	20%	26%	24%
Not Applicable	4	22%	0	0%	4	9%	7%	7%	7%
Not Answered	0	0%	2	7%	2	4%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

This is pretty much a non-issue

1%, 4 of 18 of 330 staff did NOT schedule appointments in accessible locations

7%, 10 of 27 of 142 staff did NOT schedule appointments in accessible locations





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14b. Staff supported me as a partner in the planning process.

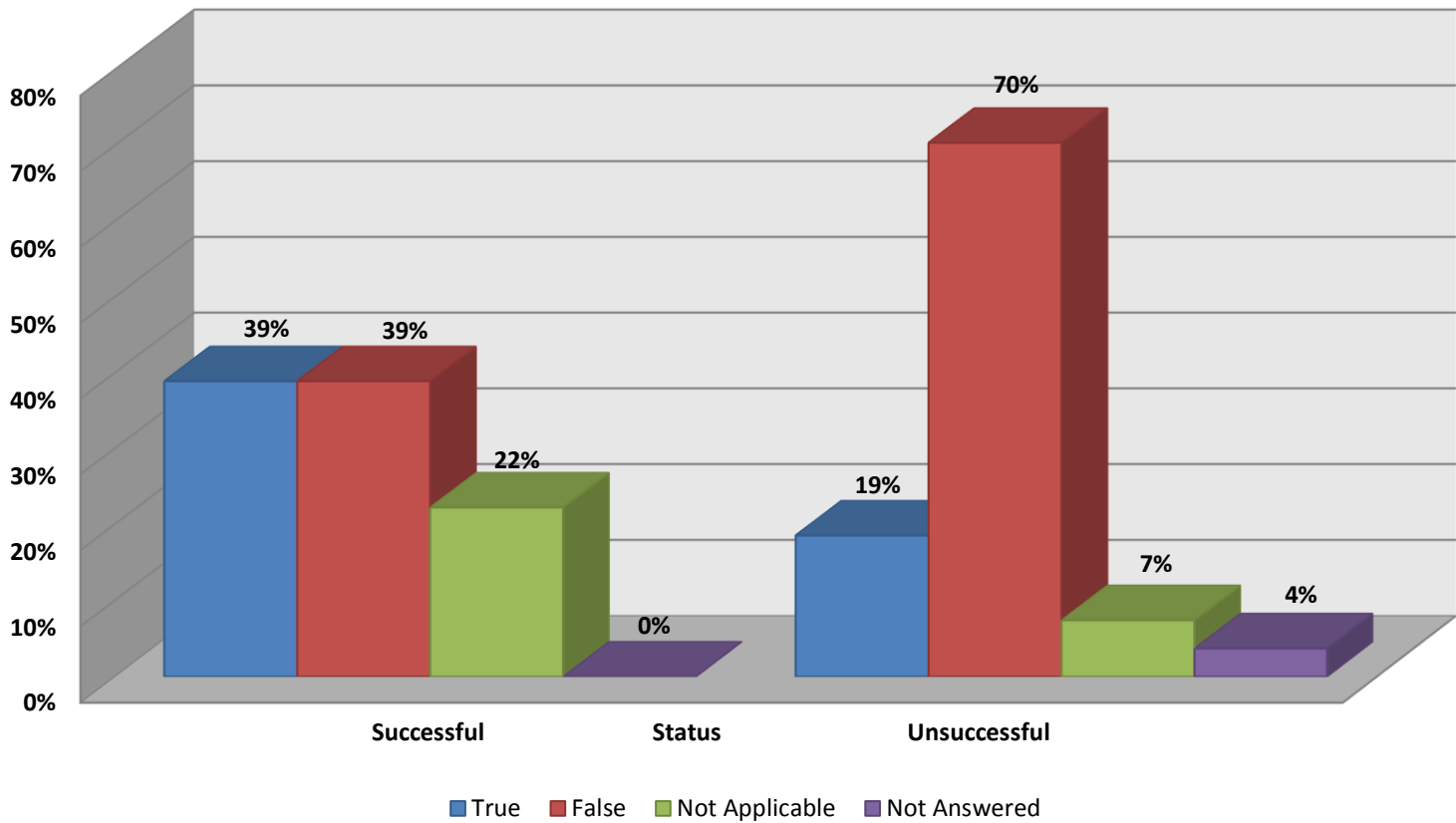
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	39%	5	19%	12	27%	20%	30%	26%
False	7	39%	19	70%	26	58%	53%	63%	60%
Not Applicable	4	22%	2	7%	6	13%	13%	4%	7%
Not Answered	0	0%	1	4%	1	2%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

This has a wide discrepancy between those with placements and those without

2%, 7 of 18 of 330 staff did NOT support me as a partner in the planning process

13%, 19 of 27 of 142 staff did NOT support me as a partner in the planning process

14b. Staff supported me as a partner in the planning process.



14c. Staff fulfilled my request for written communication?

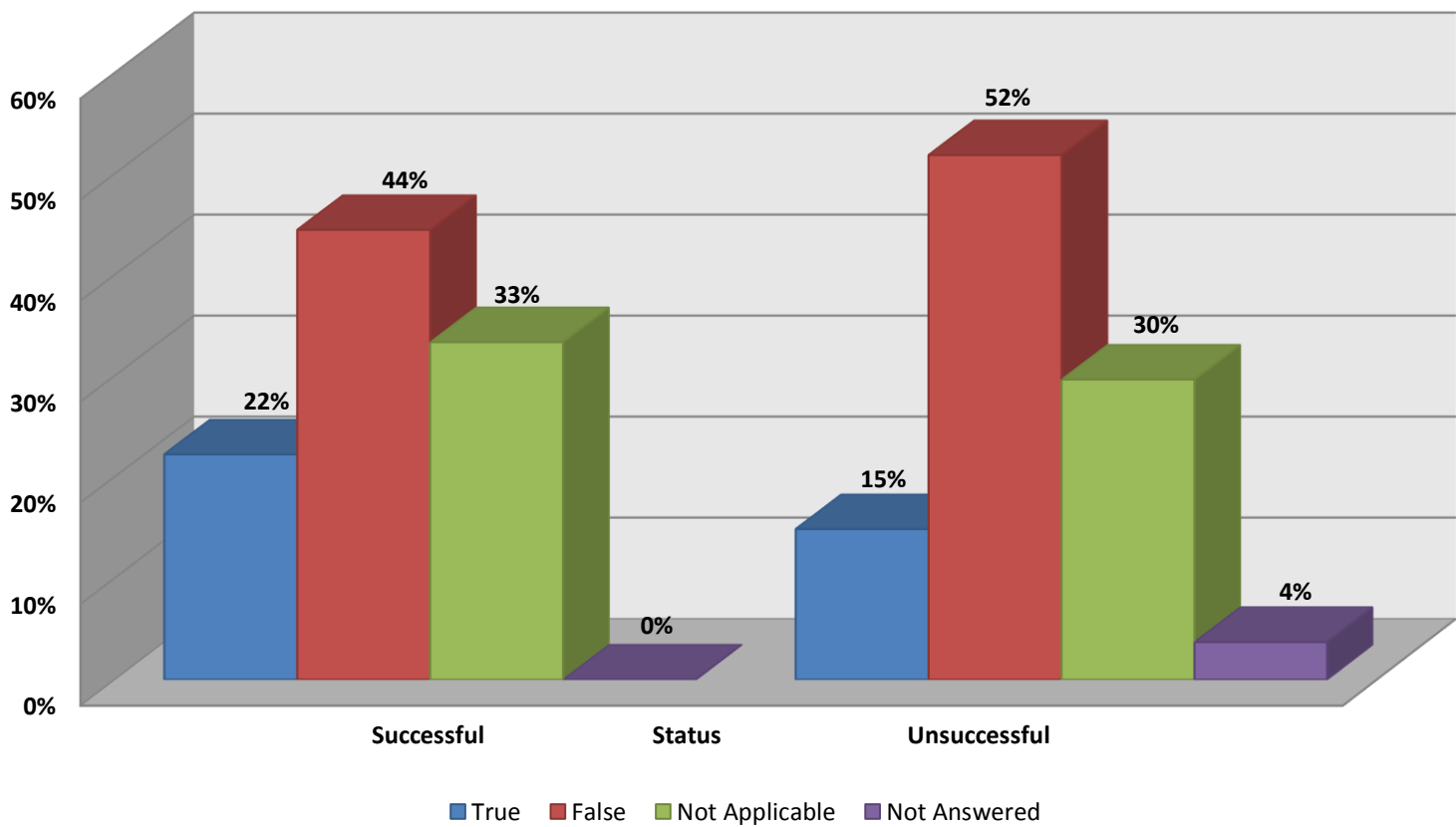
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	4	22%	4	15%	8	18%	27%	37%	33%
False	8	44%	14	52%	22	49%	33%	59%	50%
Not Applicable	6	33%	8	30%	14	31%	27%	0%	10%
Not Answered	0	0%	1	4%	1	2%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

This is pretty much a non-issue

2%, 8 of 18 of 330 staff did NOT fulfill their request for written communication

10%, 14 of 27 of 142 staff did NOT fulfill their request for written communication

14c. Staff fulfilled my request for written communication?



2016 Consumer Satisfaction Survey

14d. Staff referred me to community partners who understood my disability?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	28%	1	4%	6	13%	0%	11%	7%
False	11	61%	22	81%	33	73%	60%	78%	71%
Not Applicable	2	11%	3	11%	5	11%	27%	7%	14%
Not Answered	0	0%	1	4%	1	2%	13%	4%	7%
Total	18	100%	27	100%	45	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 6.

3%, 11 of 18 of 330 staff did NOT refer them to community partners who understood their disability  
15%, 22 of 27 of 142 staff did NOT refer them to community partners who understood their disability

14d. Staff referred me to community partners who understood my disability?

